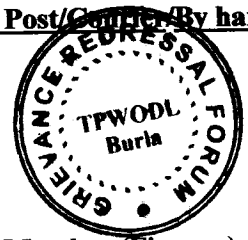


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/DED/ (Final Order)/ 17874

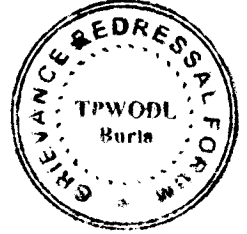
Date: 30/06/24

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

|    |                                              |                                                                                                      |                                       |                                                      |   |
|----|----------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------------|---|
| 1  | Case No.                                     | BRL/425/2024                                                                                         |                                       |                                                      |   |
| 2  | Complainant/s                                | Name & Address                                                                                       | Consumer No                           | Contact No.                                          |   |
|    |                                              | Karuna Pradhan<br>C/O-Gourav Pradhan (Son)<br>At/Po-Barghat<br>G.P-Kendeijori<br>Dist-Deogarh-768121 | 4141-1579-0764                        | 7854855069                                           |   |
| 3  | Respondent/s                                 | S.D.O (Elect),Deogarh                                                                                | Division<br>D.E.D, TPWODL,<br>Deogarh |                                                      |   |
| 4  | Date of Application                          | 27.05.2024                                                                                           |                                       |                                                      |   |
| 5  | In the matter of-                            | 1. Agreement/Termination                                                                             | X                                     | 2. Billing Disputes                                  | √ |
|    |                                              | 3. Classification/Reclassification of Consumers                                                      | X                                     | 4. Contract Demand Connected Load                    | X |
|    |                                              | 5. Disconnection / Reconnection of Supply                                                            | X                                     | 6. Installation of Equipment & apparatus of Consumer | X |
|    |                                              | 7. Interruptions                                                                                     | X                                     | 8. Metering                                          | X |
|    |                                              | 9. New Connection                                                                                    | X                                     | 10. Quality of Supply & GSOP                         | X |
|    |                                              | 11. Security Deposit / Interest                                                                      | X                                     | 12. Shifting of Service Connection & equipments      | X |
|    |                                              | 13. Transfer of Consumer Ownership                                                                   | X                                     | 14. Voltage Fluctuations                             | X |
|    |                                              | 15. Others (Specify) -X                                                                              |                                       |                                                      |   |
| 6  | Section(s) of Electricity Act, 2003 involved |                                                                                                      |                                       |                                                      |   |
| 7  | OERC Regulation(s) with Clauses              | 1. OERC Distribution (Conditions of Supply) Code,2019 √                                              |                                       |                                                      |   |
|    |                                              | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004                           |                                       |                                                      |   |
|    |                                              | 3. OERC Conduct of Business) Regulations,2004                                                        |                                       |                                                      |   |
|    |                                              | 4. Odisha Grid Code (OGC) Regulation,2006                                                            |                                       |                                                      |   |
|    |                                              | 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004                          |                                       |                                                      |   |
|    |                                              | 6. Others                                                                                            |                                       |                                                      |   |
| 8  | Date(s) of Hearing                           | 27.05.2024                                                                                           |                                       |                                                      |   |
| 9  | Date of Order                                | 30/06/24                                                                                             |                                       |                                                      |   |
| 10 | Order in favour of                           | Complainant                                                                                          | Respondent                            | Others                                               |   |
| 11 | Details of Compensation awarded, if any.     | NIL                                                                                                  |                                       |                                                      |   |

**Place of Camp:** ESO Office, Tileibani, TPWODL, Deogarh



**Appeared**

**For the Complainant-** Karuna Pradhan  
Represented by Gourav Pradhan (Son)

**For the Respondent -** SDO(Electrical),Deogarh, TPWODL.

**GRF Case No- BRL/425/2024**

Karuna Pradhan  
C/O- Gourav Pradhan (Son)  
At/Po-Barghat  
G.P-Kendeijori  
Dist-Deogarh  
Consumer No-4141-1579-0764

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Gourav Pradhan (Son) on behalf of Karuna Pradhan has appeared on Dt. 27.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Oct-2014 to April-2024, a PVR carried on 07.06.2024 & written statement has file in this case.

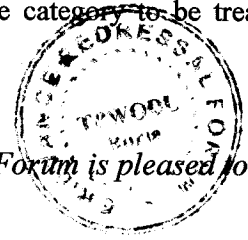
**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.11KW with date of initial power supply 18.12.2012 through meter SL No 806685 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No BT0001463 was installed on 08.05.2023 with IMR '0' & MF 1. As observed during scrutiny of ledger , bills were generated from July-2015 to Jan 2017 on PL/average basis & thereafter PI bills were served to the complainant since June-2017 to Aug-2019 & in Sept-Oct-2019 the opposite party has served actual bill with KWh reading of 563 having billing unit 281. In Aug-Sept-2021 the KWh reading was 2058 with billing unit 1310 on the mentioned meter. however, it is seen that in Oct-Nov-2021 the KWh reading was 2113 with due advancement time to time & found that the KWh reading was 2989 in July-2023. During course of verification by this Forum it is observed that the meter readings were not in accordance to regulation meant for the purpose might be there were table reading pushed by meter readers where the opposite party has no control over them. Further, the opposite party as not taken any care to rectify the bill in spite of request for the same by the complainant. It is also seen that Avg bill were served for the period from Aug-2023 to Nov 2023. The consumption pattern of new meter has been seen by this Forum & found that the consumption was with in 30 units per month. All the material facts were taken into consideration by this Forum & after calculation of monthly consumption it came to the notice of the Forum that the units consumptions approximately of 24 which coming under 30 units & hence the category will be treated as KTJ.Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from date of power supply on 18.12.2012 to Jan 2024 treating category as KTJ & accordingly withdraw the balance amount so levied during this period. Further, the DPS so levied during this period to be withdrawn by opposite party as bills were not served in accordance to regulation in correct manner. The category to be treated as domestic since Feb 2024 onwards.


**ORDER**

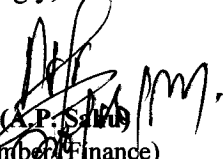
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from date of power supply on 18.12.2012 to Jan 2024 treating category as KTJ & accordingly withdraw the balance amount so levied during this period. Further, the DPS so levied during this period to be withdrawn by opposite party as bills were not served in accordance to regulation in correct manner. The category to be treated as domestic since Feb 2024 onwards.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. *Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.*

Accordingly, the case is disposed of.

  
(B. Mahapatra)  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.P. Sahu)  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
A.K. Satapathy  
(President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Karuna Pradhan, C/O- Gourav Pradhan (Son), At/Po-Barghat, G.P-Kendeijori, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.oriarc.org](http://www.oriarc.org) under the "head "Cases-> "GRF".)