

## Grievance Redressal Forum

TPWODL, BURLA

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

Email: 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)/ 2133 (4)

Date: 30/10/24

Present:

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

1	Case No.	BRL/667/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Arjun Naik At/Po-Utunia Ps-Palasama Dist-Deogarh		4141-1361-1718	6372665107
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh

**Appeared**

**For the Complainant-** Arjun Naik

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

**GRF Case No- BRL/667/2024**

Arjun Naik  
At/Po-Utunia  
Ps-Palasama  
Dist-Deogarh  
Consumer No-4141-1361-1718

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Arjun Naik has appeared in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein he has stated about billing dispute- raising of abnormal bill in Dec-Jan 2016 with 7851 unit and provisional bills also served in different periods & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from July 2015 to July-2024, a PVR carried out on 02.10.2024 and written statement 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-KTJ consumer having CD of 0.01KW with date of initial power supply on Dt.15.02.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. In Jan 2016 the KWh reading was 7852 with billing unit 7851 seems to be improper/incorrect. Meanwhile, the meter with SI No LW164622 was affected in billing in April-May 2019 which was also seen from the PVR & found KWh reading of 251 on 02.10.2024 and that meter is continuing till date in billing database and found LD since Dec 2023. The consumption pattern is saying that the complainant is a KTJ category consumer as the consumption was 251 units for the period from April-May 2019 to Oct 2023 and hence, the consumption pattern was below 30 units applicable to KTJ category. The opposite party has done the billing till date as KTJ.

Hence it is the opinion of the Forum that the opposite party will treat the above complainant as KTJ since the date of power supply to till date & withdraw the billing so levied in Jan 2016 but levy Rs.160.00 (for 02 month i.e Dec-Jan 2016) as fixed charges.


**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 treat the above complainant as KTJ since the date of power supply to till date & withdraw the billing so levied in Jan 2016 but levy Rs.160.00 (for 02 month i.e Dec-Jan 2016) as fixed charges.

2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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. Sahut**  
 Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

1. Aljun Nalk, A/Po-Utunia, Ps-Palasama, 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:Bhoinagar, 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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF".)