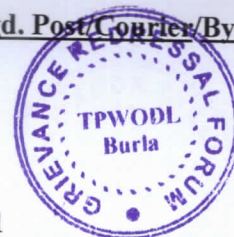


**Grievance Redressal Forum  
TPWODL, BURLA**

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

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

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1384 (4)

Date: 30/01/2024

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/9/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt Minati Kaur W/O Late Amrajit Kaur (Consumer) Purunapani Barkote Dist-Deogarh	4141-1102-0257	7077865259	
3	Respondent/s	S.D.O(Electrical)Deogarh, TPWODL,		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.12.2023			
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	22.12.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Deogarh, TPWODL

**Appeared**

**For the Complainant-** Smt Minati Kaur  
Representative of Late Amrajit Kaur (Consumer)



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

**GRF Case No- BRL/9/2024**

(1) Smt Minati Kaur  
W/O Late Amrajit Kaur (Consumer)  
Purunapani  
Barkote  
Dist-Deogarh  
Consumer No.- 4141-1204-1008

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Deogarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Amarjit Singh bearing Consumer No **4141-1102-0257** represented by Smt. Minati Kaur under DED, TPWODL, Deogarh and stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR dtd. 19.01.2024, ledger copy and w/s in this case.

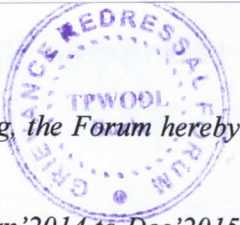
**OBSERVATION**

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a domestic consumer having CD 0.5kw with initial date of p/s 01.01.1990 as seen from the FG data base. The PL/Avg. bills were served from Apr'2013 to Dec'2015 where it is seen that the defective meter bearing sl. no."516222" was replaced with a new meter bearing Sl. No."WCG20497" was installed on 21.01.2016 and has given actual reading up to Sep'2018 with CMR "2650"kw. Only FC was levied from Oct'2018 to Jul'2021 and the PL bills were raised on the DC period from Aug'2021 to Sep'2022. As declared in w/s the power supply was in DC position since 2018 due to extension of National Highway by NHAI Authorities but not submitted any relevant documents in its support. It is also declared in the w/s that, the power supply was reconnected on 30.12.2023 after payment of Rs 14,520/- as well as RC fees of Rs 472/-. A new meter bearing Sl. No."TWB616179" was installed on 05.01.2024. As reported in PVR dt. 19.01.2024 the above complainant is using the power supply for domestic purpose but billed with general purpose which is required rectification also.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Jan'2014 to Dec'2015 basing on the consumption recorded in meter sl. no."WCG20497" with reference to Reg.155 as well as the complainant will liable to pay the FC for the DC period from Aug'2021 to Dec'2023 after conducting special verification by the team headed by EE(Elect.) consisting the members like SDO,ESO,AOC,L/M etc. for confirmation of the LD period or otherwise revision as per regulation applicable for the purpose but the total period of revision should not exceed 02yrs as per Reg.155.



## ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from Jan'2014 to Dec'2015 basing on the consumption recorded in meter sl. no."WCG20497" with reference to Reg.155 as well as the complainant will liable to pay the FC for the DC periods from Aug'2021 to Dec'2023 after conducting special verification by the team headed by EE(Elect.) consisting the members like SDO,ESO,AOC,L/M etc for confirmation of the LD period or otherwise revision as per regulation applicable for the purpose but the total period of revision should not exceed 02yrs as per Reg.155.
2. The Opposite party is directed to change the tariff from Commercial to Domestic w.e.f 22.12.2023 along with revision thereon as per domestic tariff after conducting verification by EE, DED, Deogarh as in W/S the same was not declared although in PVR which is contradictory to each other & for its confirmation.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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 avail the new service connection as requested.
8. 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)  
Grievance Redressal Forum  
TPWODL Burla, Deogarh

(A.P. Sahu)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL Burla, Deogarh

(A.K.Satpathy)  
President  
Grievance Redressal Forum  
TPWODL Burla, Deogarh

- Copy to - (1) Smt Minati Kaur, W/O Late Anurajit Kaur (Consumer),Purunapani, Barkote, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".