

By Regd. Post/Counter/Dx hand

**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/SEED/ (Final Order)/1481 (4)

Date: 27/02/2024

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

|                         |  |   |                |  |        |
|-------------------------|--|---|----------------|--|--------|
| 1                       | Case No.                                     | BRL/99/2024   |                |  |        |
| 2                       | Complainant/s                                | Name & Address  | Consumer No    | Contact No.  |        |
|                         |  | Sri Santanu Hota<br>At/Po- Sason,Rengali,<br>Dist- Sambalpur.               | 4163-3101-0229 | 9437420933   |        |
| 3                       | Respondent/s                                 | SDO(Electrical) Rengali,TPWODL,Sambalpur                                    |                | Division<br>S.E.E.D, TPWODL,<br>Sambalpur            |        |
| 4                       | Date of Application                          | 08.01.2024  |                |  |        |
| 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                           | 08.01.2024  |                |  |        |
| 9                       | Date of Order                                | 27/02/2024  |                |  |        |
| 10                      | Order in favour of                           | Complainant   | √              | Respondent   | Others |
| 11                      | Details of Compensation awarded, if any.     | NIL   |                |  |        |



**Place of Camp:** ESO Office, Sason, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Sri Santanu Hota

Represented by Sri Pradeep Kumar Samal

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

**GRF Case No- BRL/99/2024**

(1) Sri Santanu Hota  
At/Po- Sason,Rengali,  
Dist- Sambalpur.  
Consumer No.- 4163-3101-0229

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Rengali,TPWODL,Sambalpur.

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Santanu Hota bearing Consumer No **4163-3101-0229** represented by Sri Pradeep Kumar Samal under SEED, TPWODL, Sambalpur stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR dtd. 04.10.2023 and not submitted any relevant documents in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 0.46kw with initial date of p/s 09.07.2002 as seen from the FG data base. The above complainant has raised objection on billing dispute with pray to change of tariff from commercial to domestic and revision there on where also mentioned that tariff to be consider for change from Apr'2023 to Dec'2023. The ESO,Sason has submitted the report with the remarks as per complainant but without going through the details and regulation 42 & 43 and haphazardly done the same without submitting any defence properly to be treated as violation of regulations. But in PVR dtd 04.10.2023, the ESO has given the consent to convert the category to commercial to domestic without mentioning any date but declaring use of p/s for domestic purpose. It is pertinent to say that, might be the complainant has applied on or before 04.10.2023 and accordingly came this field report on 04.10.2023. This Forum has taken into consideration the regulation 42 & 43 and also advised to opposite party to follow the same in ace of conversion to avoid loss to either of the party and violation of regulation. The complainant has applied for NSC on 01.04.2023 pending with the opposite party due to arrear in reference to Reg.17(i).So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to consider the conversion from commercial to domestic with effect from 04.10.2023 after further verification by concerned SDO and concurrence of EE,SEED,Sambalpur thereon. Besides this, bill to be revised w.e.f. 04.10.2023 to till date considering domestic tariff and giving effect of the revision to the consumer ledger. After compliance of the instructions and taking payments due in this consumer, the NSC to be released after observing departmental formalities and regulation meant for the purpose.



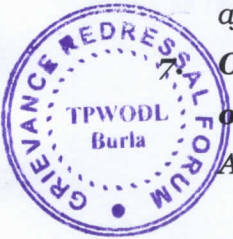
## ORDER

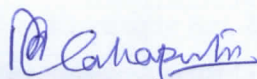
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

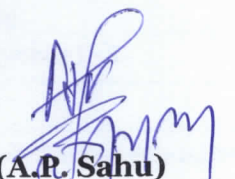
1. The Opposite Party is directed to consider the conversion from commercial to domestic with effect from 04.10.2023 after further verification by concerned SDO and concurrence of EE,SEED,Sambalpur thereon. Besides this, bill to be revised w.e.f. 04.10.2023 to till date considering domestic tariff and giving effect of the revision to the consumer ledger. After compliance of the instructions and taking payments due in this consumer, the NSC to be released after observing departmental formalities and regulation meant for the purpose.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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.


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

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

- Copy to:** - (1) Sri Santanu Hota, At/Po- Sason, Rengali, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Rengali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.  
(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".