

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh

...

President

Sri Pulakesh Dasbhaya

...

Member (Finance)

| | | | | | | |
|----|--|---|--|--|------------------------|-----------|
| 1 | Case No. | BGH/13/2025 | | | | |
| 2 | Complainant | Name & Address: | | | Consumer No: | |
| | | Saroj Kumar Sahu | | | 5154-1210-0301 | |
| | | At-Kurma, PO-Goudmal, Jharbandh | | | Contact No.: | |
| | | Dist-Bargarh | | | 6370229709 | |
| 3 | Respondent | Name | | | Division | |
| | | SDO(Elect.), TPWODL, Paikmal | | | BWED, TPWODL, Bargarh. | |
| 4 | Date of Application | | 30.01.2025 | | | |
| 5 | In the matter of- | 1. Agreement / Termination | | 2. Billing Disputes | √ | |
| | | 3. Classification / Reclassification of Consumers | | 4. Contract Demand / Connected Load | | |
| | | 5. Disconnection / Reconnection of Supply | | 6. Installation of Equipment & apparatus of Consumer | | |
| | | 7. Interruptions | | 8. Metering | | |
| | | 9. New Connection | | 10. Quality of Supply & GSOP | | |
| | | 11. Security Deposit / Interest | | 12. Shifting of Service Connection & equipments | | |
| | | 13. Transfer of Consumer Ownership | | 14. Voltage Fluctuations | | |
| | | 15. Others (Specify) - | | | | |
| | | 6 | Section(s) of Electricity Act, 2003 involved | | 42(5) | |
| 7 | OERC Regulation(s): | | | | Clauses | |
| | 1 | OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 | | | | |
| | 2 | OERC Conduct of Business) Regulations, 2004 | | | | |
| | 3 | Odisha Grid Code (OGC) Regulation, 2006 | | | | |
| | 4 | OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 | | | | |
| | 5 | Others-OERC Distribution (Conditions of Supply) code, 2019 | | | | 155 & 157 |
| 8 | Date(s) of Hearing | | 30.01.2025 | | | |
| 9 | Date of Order | | 11.02.2025 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others | |
| 11 | Details of Compensation awarded, if any. | | | Nil | | |
| 12 | Appeared for the Complainant: | | Appeared for the Respondent: | | | |
| | Saroj Kumar Sahu | | SDO(Elect.), TPWODL, Paikmal | | | |

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ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh Electrical Section of Paikmal Sub-division of Bargarh West Electrical Division camp on 30-01-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110KVA consumer having consumer No. 515412100301 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bills served to him in LT-General Purpose Category instead of Domestic category. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he was being billed on Domestic category from the beginning but later on he is being billed in LT-General Purpose Category.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the billing abstract from Aug'2020 to Dec'2024 and PVR dated 07-02-2025 mentioning the meter reading as "2486" of meter no. WLT285607 with a remark "consumer is using Domestic power supply at his premises". The respondent also could not justify the change of tariff from domestic to General Purpose < 110KVA.
- ii. The respondent also agreed upon change of category from General Purpose < 110KVA to Domestic and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

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1. That the complainant has been billed on Domestic category from the date of power supply.
2. But the tariff has been changed to General Purpose < 110KVA from Oct'2020 for which the respondent could not justify the change of tariff from Domestic to General Purpose < 110KVA and now it is confirmed by the respondent that the supply is being used for domestic purpose.
3. Therefore, it is decided by the Forum that, the tariff should be changed to Domestic category.


Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,

- The tariff of the complainant is to be changed from General Purpose < 110KVA to Domestic category immediately.
- The bills from Jan'2023 to Dec'2024 (Two Years) are to be revised as per the Domestic tariff as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(P. Dasbhaya)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 1912


PRESIDENT
(B.K. Singh)
Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 11.02.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the 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 order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 13 of 2025.