

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri Debendra Ranjan Samal	...	Co-Opted Member

1	Case No.	BGH/49/2025			
2	Complainant	Name & Address:		Consumer No:	
		Ghanashyam Agrawal		5124-2203-0071	
		At-Rukmani Medical, Bhukta		Contact No.:	
		Dist-Bargarh			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.	
4	Date of Application		15.04.2025		
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		15.04.2025		
9	Date of Order		19.05.2025		
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:		
	Ghanashyam Agarwal Represented by Kanhaiya Lal Nayak		SDO(Elect.), TPWODL, Bhatli		

ORDER



Brief Facts of the Case

During the spot hearing at Bhukta Electrical Section of Bhatli Sub-division under Bargarh Electrical Division camp on 15-04-2025, the complainant appeared before the Forum whereas SDO- Bhatli 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. 512422030071 with connected load of 4.00 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 PVR dated 29-04-2025 with a remark "consumer is using Domestic power supply at his premises" along with PVR of consumer no. 512422030240 dated 03-05-2025 with a remark "consumer is using Commercial power supply at his premises".
- 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:

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 Dec'2019 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. It is also noted by the Forum from the written submission of the respondent that, the complainant has another connection existing in the same premises vide consumer no. 512422030240 which is used for commercial purpose but being billed in Domestic category. Therefore, the tariffs have been changed in both the connection due to misinterpretation of consumer number.
4. Therefore, it is decided by the Forum that, the tariff should be changed in both the connection.


Directions of the forum


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


- The tariff of the complainant having consumer number 512422030071 is to be changed from General Purpose < 110KVA to Domestic category immediately.
- The tariff of the complainant having consumer number 512422030240 is to be changed from Domestic to General Purpose < 110KVA immediately.
- The bills of both the connections mentioned above are to be revised from Mar'2023 to Apr'2025 (Two Years), as per the tariff mentioned above 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.


Co-opted Member
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 69(2)


Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.05.2025

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 49 of 2025.