

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028
 Email: grf.bargarh@tpwesternodisha.com, Ph No.06646-230135
Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)

Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 102⁽³⁾

Date: 28.07.2024

Present: Sri B. K Singh (President),
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/69/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Judhistir Tripathy Sri Ram Nagar, At/PO-Bijepur. Dist-Bargarh-768032		5153-0204-0285	8144649870
3	Respondent/s	SDO(Elect), Sohela, TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	09.05.2024			
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, Regulation 42, 43, 140 √			
		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	09.05.2024			
9	Date of Order	28.07.2024			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: Office of Electrical Section Officer, Bijepur-I, TPWODL.

Appeared

For the Complainant- Sri Judhistir Tripathy

For the Respondent - SDO(Elect) , Sohela,TPWODL.

GRF Case No- BGH/69/2024

(1) Sri Judhistir Tripathy

At/Po-Bijepur,

Dist- Bargarh, Pin-768032

Consumer No.- 5153-0204-0285

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by of Sri Judhistir Tripathy, At/Po-Bijepur, objected about wrong bills charged to him from Oct 2015 onwards under General Purpose Tariff instead of Domestic tariff, as the supply is being utilised for domestic purpose. The complainant reiterated that, several complaints were previously made before the concerned authority but no action has been taken to revise the wrongly generated bills so far. Hence, the complainant prayed before the Forum to direct the Opposite Party to revise the wrongly generated previous bills under General Purpose tariff and change the billing tariff from LT -(General Purpose) to LT (Domestic) . In this context, the complainant did not submit any further document to substantiate his grievance petition filed.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party couldn't submit any document in this case.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5153-0204-0285, having CD-04KW, under LT-Domestic category, under ESO,Bijepur-I. As per the complaint raised regarding wrong charging of monthly energy bills under General Purpose (LT) tariff instead of LT-Domestic tariff, it was observed from FG database (Licensee's Soft Record) that , the Opposite Party has acted upon the grievances received and changed the consumer tariff category from LT -General Purpose to LT-Domestic on 07.06.2024.

On hearing to the case, the complainant was asked to submit any copy of application made earlier to the Opposite Party/ Concerned field officer of the licensee requesting for change of tariff category and revision of previous bills. But the complainant failed to submit any copy of such application to the Forum to substantiate his case to consider for revision of previously generated bills under LT-General Purpose tariff.

The Opposite Party on the other hand couldn't submit any documents, reports in support of their views after giving significant reasonable time to submit. Hence, the purpose/nature of power supply

B.G.
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



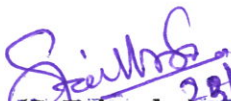
utilised i.e for Domestic/General Purpose usage and the period of such usage was not clarified by neither of the parties concerned. The Physical Verification Report dt. 19.07.24 reflected that, currently the power supply is being utilised for Domestic Purpose. The Forum observed that the complainant's tariff category has been already changed to LT-Domestic tariff with effect from 07.06.2024 and the Opposite Party has addressed the grievances with reasonable promptitude. However, on the matter of revising the previously generated bills under LT-General Purpose tariff, the Opposite Party is required to look into the matter, duly examining the records, field reports, applications made earlier by the complainant if any and other factual reports that would enable the Opposite Party to revise the previous bills under the ambit of rules and regulations framed to extend fair and reasonable justice to the complainant.

Hence, in the absence of proper reports, records available before the Forum, the revision of previous bills under LT General Purpose tariff is left with the Opposite Party in sorting out the issue with proper communications to the complainant regarding the scope of any bill revision and amount so figured out, if any, to revise & withdraw the same to redress the grievances in an efficacious manner.

However, the complainant is at liberty to approach the Forum afresh with necessary documents, if he is dissatisfied with the action/inaction of the licensee in this regard.

Hence the instant case is hereby dropped.

The order pronounced on this date is delayed due to non submission of reports, statements by the Opposite Party.


(S. Tripathy)
Member (Finance)
28/7/24

MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
President
23/7/24

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

- Copy to
1. Judhistir Tripathy, Sri Ram Nagar, At/PO-Bijepur, Dist-Bargarh-768032, Mob- 8144649870
 2. Sub-Divisional Officer (Elect.), Sohela, TPWODL, Paikmal with the direction to serve one copy of the order to the Complainant/Consumer.
 3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
 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.oriarc.org under the "head "Cases->"GRF".