

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/BED/ (Final Order)/ 99(4)

Date: 22.07.2024

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

1	Case No.	BGH/82/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chitaranjan Mahapatra At-Barpadar, Bheden Dist-Bargarh		5120-0103-7078	9777391644
3	Respondent/s	EE(Elect), BED, Bargarh, TPWODL		Division B.E.D, TPWODL, Bargarh	
4	Date of Application	11.06.2024			
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	11.06.2024			
9	Date of Order	22.07.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT

Place of Camp: Office of Electrical Section Officer,Thuapali, TPWODL.

Appeared

For the Complainant- Chitaranjan Mahapatra



For the Respondent - EE(Elect), BED, Bargarh.
Represented by SDO (Elect), Bheden

GRF Case No- BGH/82/2024

(1) Chittaranjan Mahapatra
At-Barpadar,Bheden
Dist- Bargarh,
Consumer No.- 5120-0103-7078

COMPLAINANT

VRS

(1) EE (Elect), BED, Bargarh, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Chittaranjan Mahapatra, Barpadar,Bheden, objected about energy bills raised on HT Allied Agricultural Activities Category instead of LT Allied Agricultural Activities Category for his single phase Lift Irrigation point from the date of supply till Apr 2023 . Hence the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the Physical Verification Report dt. 25.06.2024, Ledger abstract of the complainant from Oct 2019 to May 2024 and the written submission.In reply to the case the Opposite Party submitted that, the complainant is availing a single phase power supply and using a 1 HP motor. But in the billing database, the complainant was billed on HT Category and customer charges were added in the bill. The Opposite party was not aware before regarding such anomaly in billing of the complainant. Hence the Opposite party urged before the Forum to issue order accordingly.

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-5120-0103-7078, having CD-03 KW, under LT-Allied Agricultural Activities category, under ESO Bheden. On examining the case in detail, the Forum observed that, the initial date of power supply to the complainant's premises was effected on 26.10.2019. It was found from the FG database (Licensee's soft record) that, Meter Sl no. "WLT062738" was installed in the complainant's premise at the time of initial power supply. The energy bills of the complainant were generated on Provisional basis from Oct 2019 to Oct 2021. Thereafter, from Nov 2021 to Jun 2023 the energy bills were raised on Provisional/Actual basis from time to time. One new meter bearing SL No. "WLT270673" was installed in the complainant's premises and updated in billing database in the billing month of Aug 2023. Thereafter, energy bills are being raised on actual basis till date. It is observed from the billing database that, the category of the complainant has been changed from HT Allied Agriculture Activity to LT Allied agriculture Activity on dt. 12.05.2023.

The Physical Verification Report dt. 25.06.2024 of SDO, Bheden, TPWODL clarified that, the power supply connection of the complainant is under single phase LT connection. But, the complainant was billed on HT Allied Agriculture Category since the date of supply i.e Oct 2019. Such error occurred due to wrong classification of consumer during the initial billing period and continued as such till date. However, The Opposite party has reclassified the complainant's category from HT Allied Agricultural Activity to LT Allied Agricultural Activity on dt. 12.05.2023.

Hence, the Forum construed that, the energy bills raised against the complainant under HT Allied Agricultural Activity category from the date of its supply i.e 26.10.2019 to Apr 2023 are to be reassessed and revised under LT Allied Agricultural Activity category.

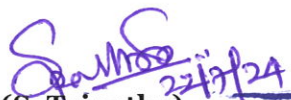
ORDER

Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

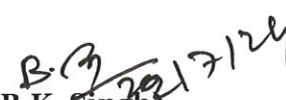
- 1) The Opposite Party is directed to reassess and revise the energy bills charged to the complainant for the period from 26.10. 2019 to Apr 2023 under LT Allied Agricultural Activity category, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
- 2) The Opposite Party is advised to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, upon revision of previous bills, if any, to which the consumer is liable to pay.
- 3) 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 which the complainant is liable to pay.

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.


(S. Tripathy)
Member (Finance)

**Grievance Redressal Forum
TPWODL, Bargarh-768028**


(B.K. Singh)
President

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

Copy to: -

1. Chitaranjan Mahapatra, At-Barpadar, Bheden, Dist-Bargarh, Mob 9777391644.
2. Sub-Divisional Officer (Elect.), Bheden, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, 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.orierec.org under the "head "Cases->"GRF".