



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 841<sup>51</sup>

Dated, the 31/08/2024

**Corum:** Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/470/2024		
2	Complainant/s	Name & Address Sri Umesh Kumar Bag, For Sri Subash Chandra Bag, At-Sikabhenga, Po-Sauntpur, Dist-Bolangir	Consumer No 911225310051	Contact No. 8144718237
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	26.07.2024		
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			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause 3. OERC Conduct of Business) Regulations,2004; Clause 4. Odisha Grid Code (OGC) Regulation,2006; Clause 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others		
8	Date(s) of Hearing	26.08.2024		
9	Date of Order	31.08.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT

Place of Hearing: Camp Court at Bilaisarda

**Appeared:**

For the Complainant -Sri Umesh Kumar Bag  
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/470/2024**

Sri Umesh Kumar Bag,  
For Sri Subash Chandra Bag,  
At-Sikabhenga,  
Po-Sauntpur,  
Dist-Bolangir  
Con. No. 911225310051

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER**  
**(Dt.31.08.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-GPS. consumer availing a CD of 1.5 KW. He has disputed the bill tariff from Oct-Nov'2016 onwards as converted to GPS tariff. Consumer states that he is using power supply for domestic purpose from Mar-2007 but tariff has been changed from Dom to Com from Nov-2016. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 26.07.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under REC Section of Sub-divisional Officer-II, Bolangir. The consumer represented that he was served bills on commercial tariff from Oct-Nov'2016 onwards although he is using power supply for domestic purpose from Mar-2007. Tariff has been changed from Dom to Com. from Oct-Nov'2016. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with a PVR stating that consumer is using power supply for domestic purpose from date of supply which duly signed by the opposite party.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1.5 KW. The consumer has availed power supply since 15<sup>th</sup> Mar-2007 and the arrear outstanding upto Jun-24 is ₹.36030.55p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The billing tariff of the consumer has been converted from DOM to GPS category from Oct-Nov'2016. The opposite party was unable to produce any supportive document for such change of tariff category. However, they have submitted a PVR dt.06<sup>th</sup> Aug'2024 and certified that there was no commercial establishment since the date of power supply.

After examining the documents submitted by both the parties, the Forum is of the opinion that the energy bill needs bill revision from Oct-Nov'2016 to till date under Domestic tariff.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.



1. **Billing tariff must be changed from GPS to Domestic from Oct-Nov'16 to till date and bills to be revised accordingly.**
2. **DPS is to be levied as per OERC guideline.**

Case is disposed off accordingly.

**Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.**

  
**K.S.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Umesh Kumar Bag, At-Sikabhenga, Po-Sauntpur, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, 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 within 30 days from the date of order of the Grievance Redressal Forums."**