

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 960^B

Dated, the 27/09/2024

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/578/2024		
2	Complainant/s	Name & Address Sri Trilochan Meher, For Sri Raghunath Meher, At-Juria, Po-Luhasingha, Dist-Bolangir	Consumer No 912314110154	Contact No. 8144661499
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	28.08.2024		
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	28.08.2024		
9	Date of Order	27.09.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Juria

Appeared:

For the Complainant -Sri Trilochan Meher
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/578/2024

Sri Trilochan Meher,
For Sri Raghunath Meher,
At-Juria,
Po-Luhasingha,
Dist-Bolangir
Con. No. 912314110154

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Patnagarh

- **OPPOSITE PARTY**

ORDER
(Dt.27.09.2024)

HISTORY OF THE CASE

The Complainant is a domestic consumer but billed on GP tariff and availing supply of 1.7 KW from Dt.01/04/2002.Tariff was changed from March-2017.He further disputes higher consumption shown on the existing meter having Sl. No-TWST1753062 and agreed to to get the meter tested.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The Complainant is a consumer billed on GP tariff .Tariff was changed from Domestic to GPS w.e.f March-2017.He further disputed higher consumption shown on the existing meter having Sl. No-TWST1753062 and agreed to to get the meter tested. Accordingly meter was tested by OP and found that error was within limit of +0.34 % and hence complaint of meter inaccuracy was ruled out. Regarding tariff changed to commercial category,OP has filed version for domestic consumption only and could not cite reason for tariff change from March-2017.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records of meter testing and version of domestic use and agreed to change tariff to domestic use.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM.

The opposite party submitted the meter test report done on 19th September'2024 and found that the error (%) is within limit. Hence complaint about meter accuracy is ruled-out.

Regarding change of tariff category from Domestic to GPS w.e.f March'2017, the opposite party could not produce any document in support of change of tariff. Rather as per PVR dt.19.09.2021 of the opposite party power supply is being used for domestic purpose and certified that in the system, it is categorized under LT-GPS tariff.

Considering above, the Forum is of the view that the consumer is using power supply for domestic purpose and due to some system error, he is being billed under GPS tariff since March'2017 which needs to be amended.

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.

Tariff change is an error in part of OP and need to be changed to domestic tariff from date of tariff change i.e March-2017 and bills to be revised accordingly. As meter tested to be correct, complaint regarding high consumption is dismissed.

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 Trilochan Meher, At-Juria, Po-Luhasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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."