

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/ 951 (5)

Dated, the 26/09/2024



Forum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

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

Case No.	Complaint Case No. BGR/589/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt. Mamata Pande, W/o-Dr. Benudhar Pande, C/o-Samaleswari Hospital (New), At-Satyanarayanpada, Sambalpur Road, Po/Dist-Bolangir	911211280680	9438017361
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	29.08.2024		
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)		
		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	19.09.2024		
9	Date of Order	26.09.2024		
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Santi Pani Thanapati (Authorised Representative)
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/589/2024

Smt. Mamata Pande,
W/o-Dr. Benudhar Pande,
C/o-Samaleswari Hospital (New),
At-Satyanarayanpada,
Sambalpur Road,
Po/Dist-Bolangir
Con. No. 911211280680

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.26.09.2024)

HISTORY OF THE CASE

The complaint was received at Camp court conducted at Chandanbhati on dated 27th Aug. 2024. Accordingly, notice was issued both the parties to remain present on 19th Sep. 2024 with relevant documents.

The Complainant is a LT-Dom. consumer availing a CD of 4 KW. He has disputed that he has applied for LT-Irr. Category but bill has been raised on GPS category. He has submitted his grievances for revision of bill under irrigation tariff from the date of power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Bolangir-II Sub-division. The consumer represented that he was applied for LT-Irr. Category but bill has been generated on GPS category which needs bill revision from the date of power supply under Irrigation tariff. For that, the arrear has been accumulated to ₹ 5,060.72p upto Aug.-2024. 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 billing ledger pertaining to the period from Feb-2022 to Jul-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Feb.-2022. The billing dispute raised by the complainant regarding billing

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

under GPS tariff is not true rather he is being billed under DOM category. As per report of ESO-Chudapali dated 18th Sep. 2024, the consumer is using power supply for agriculture purpose and submitted for change of tariff from DOM category to LT-Irr. Pumping & agriculture tariff.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD ,of 4 KW. The consumer has availed power supply since 28th Feb. 2022 and the arrear outstanding upto Aug.-2024 is ₹ 5,060.72p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he was applied for LT-Irr. category but erroneously bill has been generated & served under GPS tariff which needs bill revision as per LT-Irr. tariff from the date of power supply.

The OP admitted the complaint and submitted that as per PVR report of ESO-Chudapali dated 18.09.2024, the consumer is using power supply for agriculture purpose. The report submitted by ESO-Chudapali dated 18.09.2024 has taken into record. Based on the PVR, the OP submitted for change of tariff from DOM to Irrigation. The written version submitted by OP dated 18th Sep. 2024 has taken into record.

The Forum analysed the documents submitted by both the parties. It is observed that the consumer has applied for new connection under "MO BIDYUT" portal of the licensee where he was uploaded relevant documents regarding tariff category. Thereafter, based on field verification and clearance of OP towards tariff category & other documents, demand letter towards security deposit was released under DOM tariff and the consumer was made payment on 05th Dec. 2021. In this regard, the claim of the complainant regarding wrong billing of GPS tariff in stead of LT-Irr. is not based on the facts. Secondly, the OP submitted in their written version to allow for change of tariff from DOM to Irrigation tariff which is in violation of OERC Regulation. In this regard, the consumer has to apply before the licensee for change of tariff in obedience to OERC Regulation.

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.

The petition of the complainant regarding billing under LT-Irrigation Pumping & Agriculture is not based on the facts and hence rejected. The complainant is advised to apply for change of tariff category in obedience to OERC Regulation.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Mamata Pande, W/o-Dr. Benudhar Pande, C/o-Samaleswari Hospital (New), At-Satyanarayanpada, Sambalpur Road, Po/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.

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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."