



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/ 1178⁶⁵

Dated, the 31/12/2024

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/763/2024																											
2	Complainant/s	Name & Address Sri Bharat Meher, For Sri Duryodhan Meher, At-Parlimal, Po-Ghagurli, Dist-Bolangir		Consumer No 912313080130	Contact No. 9556622484																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	17.12.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157	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																		
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8	Date(s) of Hearing	17.12.2024																											
9	Date of Order	31.12.2024																											
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 Dhumabhata

Appeared:

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

Complaint Case No. BGR/763/2024

Sri Bharat Meher,
For Sri Duryodhan Meher,
At-Parlimal,
Po-Ghagurli,
Dist-Bolangir
Con. No. 912313080130

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.12.2024)

HISTORY OF THE CASE

The complaint was received at Camp court conducted at Dhumabhata on dated 17th Dec. 2024. The Complaint petition filed by the representative of the consumer Shri Bharat Meher who is a LT-GPS. consumer availing a CD of 3 KW. He was disputed that he was availed power supply under LT-DOM. Category but bill has been raised on GPS category since Dec04/Jan05. He was submitted his grievances for revision of bill under GPS tariff from Dec04/Jan05. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 17.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The consumer represented that he has availed power supply under LT-Dom. Category but bill has been generated on GPS category since Dec04/Jan05 which needs bill revision under Domestic tariff. For that, the arrear has been accumulated to ₹ 2,63,329.98p upto Nov.-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 Jan-2003 to Nov-2024. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Nov.-2002. The billing dispute raised by the complainant regarding billing under GPS tariff requires field verification as the matter is very old and asked for seven day time. 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.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 days time.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 3 KW. The consumer has availed power supply since 16th Nov. 2002 and the arrear outstanding upto Nov.-2024 is ₹ 2,63,329.98p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that he has availed power supply under LT-Dom tariff category but erroneously bill has been generated & served under GPS tariff since Dec04/Jan05 billing month which needs bill revision as per LT-Dom. tariff from Dec04/Jan05.

The OP admitted the complaint and submitted the PVR dated 30.12.2024 that as per field verification & certification of neighbors, there is no commercial activity since Jan-2012. The report submitted by the OP has taken into record. Based on the PVR, the OP submitted for change of tariff from GPS to DOM.

The Forum analysed the documents submitted by both the parties. It is observed that the consumer was availed power supply under LT-Dom tariff category but thereafter amended to LT-GPS tariff since Dec04/Jan05. The consumer was unable to produce any application submitted before the licensee till date. On the other side, after lapse of nineteen years, the claim of consumer for change of tariff category is not acceptable. However, the OP inspected the premises and certified that there is no commercial activity since Jan-2012.

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. The energy bills raised to the consumer from Dec.-2022 to Nov.-2024 (restricted to two year) under CI-155 & 157 of OERC Distribution Code 2019 is to be revised under LT-Dom tariff category.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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.PADHIEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bharat Meher, At-Parlimal, Po-Ghagurli, 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."