

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/

287⁰⁹

Dated, the

29/02/2024

Corum:

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

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

2	Complainant/s	Complaint Case No. BGR/93/2024			
		Name & Address	Consumer No	Contact No.	
		Sri Pratik Agrawal, For Smt. Kusum Agrawal, C/o-Shakti Store, At-Samaleiswari Chowck, Po/Dist-Bolangir	911225270354	8149987539	
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	30.01.2024			
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) 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			
8	Date(s) of Hearing	22.02.2024			
9	Date of Order	29.02.2024			
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: GRF, Bolangir

Appeared:

For the Complainant –Sri Pratik Agrawal
For the Respondent –Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/93/2024

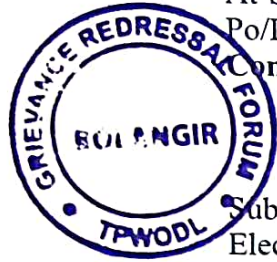
Sri Pratik Agrawal,
For Smt. Kusum Agrawal,
C/o-Shakti Store,
At-Samaleiswari Chowck,
Po/Dist-Bolangir
Con. No. 911225270354

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER

(Dt.29.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-GPS. consumer availing a CD of 1.5KW. He has disputed that he has taken another supply with cons. no. 9112-2527-0554 in the same premises under GPS category w.e.f. 1st Apr. 2022 and the present connection is used for domestic category but in the billing, it is still continuing under GPS category. He has submitted his grievances for change of billing category. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 30.01.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC Section of Electrical Sub-division II, Balangir. The consumer represented that he is being billed with GPS category against cons. no. 9112-2527-0354 instead of Dom category as the connection is used for Dom category from 01.04.2022. Also, he has intimated that he has taken a separate supply for his commercial use w.e.f. 01.04.2022 with cons. no. 9112-2526-0554. For that GPS billing, the arrear has accumulated to ₹. 46,060.77p upto Jan-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Letter no. Nil dt.03.12.2022 of the Complainant addressed to S.D.O, No. II, Bolangir

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-GPS consumer availing power supply since Oct-2015. The billing dispute

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PRESIDENT

raised by the complainant about the tariff category needs field verification which needs some time. For that ten days time petition to be allowed to submit a detailed report.

Considering the above, time petition allowed and next hearing date fixed on 22nd Feb. 2024.

PROCEEDING OF HEARING DATED: 22.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterate his complain and requested before the Forum for revision of bill under DOM tariff from 01st Apr. 2022.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum through his authorized representative along with all relevant documents. As per written version dated 21st Feb. 2024, the OP certified that the electric connection with cons. no. 9112-2527-0354 is presently used for domestic purpose whereas another connection with cons. no. 9112-2527-0554 is used for GPS purpose since 01st Apr. 2022 and represented for revision of bill from 01st Apr. 2022 with domestic tariff.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1.5 KW. The consumer is availing power supply since 27th Oct. 2015. The arrear outstanding upto Jan-2024 is ₹. 46,060.77p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Cons. no. 9112-2527-0354 has allowed under GPS tariff since the date of power supply i.e. 27th Oct. 2015 with a CD of 1.5 KW.
2. Another connection has been released in the same premises under GPS tariff in the same name with cons. no. 9112-2527-0554 with a CD of 4 KW w.e.f 01st Apr. 2022.
3. As represented by the complainant, the previous connection is being used for domestic purpose since 01st Apr. 2022 i.e. after release of 2nd connection.
4. The OP certified through his written version as well as inspection report that the earlier connection is used for domestic purpose from 01.04.2022.
5. From Jan-2011, the billing category has been changed from DOM tariff to GPS tariff. The consumer has not approached to the OP for change of tariff and submitted for bill revision against cons. no. 9112-2527-0354 under Dom. Tariff w.e.f. 01.04.2022.

Considering the documents & version of both parties, the Forum is of the opinion to revise the bill under Dom. Tariff against cons. no. 9112-2527-0354 under Cl-155 and 157 of OERC Distributio (Conditions of Supply) Code-2019 to redress the consumer grievances.

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 complainant is directed to apply before the OP for change of tariff category and the OP is advised to act within stipulated time period in line with OERC Regulation & TPWODL guidelines.

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2. The energy bills raised to the consumer against cons. no. 9112-2527-0354 is to be revised under DOMESTIC tariff from 01st Apr. 2022 to 31st Dec. 2023 under CI-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. 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.



[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pratik Agrawal, C/o-Shakti Store, At-Samaleiswari Chowck, 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.

“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.”