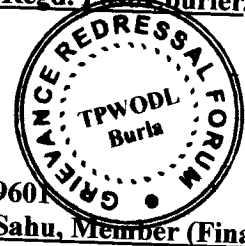


Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1893 (4)

Date: 31/07/24

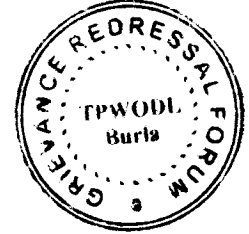
Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/486/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bjarangalal Agrawal At/Po- Naktideol, Dist- Sambalpur.		4164-3301-0262	
3	Respondent/s	SDO(Electrical), Rairakhol, TPWODL,		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	23.07.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	23.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Rairakhol, TPWODL, Sambalpur.

Appeared

For the Complainant- Bjarangalal Agrawal
Represented by Prem Agrawal
For the Respondent - SDO(Elect.), Rairakhol, TPWODL.



GRF Case No- BRL/486/2024

(1) Bjarangalal Agrawal
At/Po- Naktideol
Dist- Sambalpur.
Consumer No.- 4164-3301-0262

COMPLAINANT

VRS

(1) SDO(Elect.), Rairakhol, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bjarangalal Agrawal bearing Consumer No **4164-3301-0262** represented by Prem Agrawal under SEED, TPWODL, Sambalpur stated about to change of tariff from commercial to domestic and revision of bill thereon and for that submitted the copy of the application in favour of SDO, Rairakhol which was received by that office on 18.11.2021.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

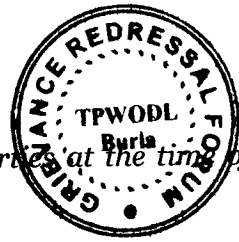
The Opposite Party has submitted ledger copy for the period from Apr'2006 to Jun'2020, w/s and PVR dtd. 23.07.2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1kw with initial date of p/s 25.12.2004 as seen from the FG data base/ Samadhan App. The complainant has raised objection for non-conversion of tariff from COM to DOM although applied to SDO, Rairakhol on 18.11.2021. In this regard, the PVR and w/s submitted the opposite party and taken into consideration. In PVR, it is mentioned that the consumer is availing the p/s for domestic purpose but category is in General purpose with the prayed to revise the bill as per actual use. SDO, Rairakhol-the opposite party has submitted w/s with declaring to change the tariff from LT-GP to LT-DOM with request to revise the bill but not mentioned any periods. Reg.42 &43 may be followed by both parties. As per regulation neither the complainant applied before 18.11.2021 although claimed as commercial for previous periods nor the opposite party has completed the inspections in that time stipulation in the regulation. In such situation, the application date may be taken into consideration for change of tariff from COM to DOM and revision of bills accordingly.

Hence, the Forum is in the opinion that the Opposite party is liable to change the tariff from LT-COM to LT-DOM w.e.f 18.11.2021 as well as revise the bill for the above periods in domestic tariff with effect in billing both tariff change and revision amount to settle the billing dispute and resolved the grievance of the complainant.

ORDER



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to change the tariff from LT-COM to LT-DOM w.e.f 18.11.2021 as well as revise the bill for the above periods in domestic tariff with effect in billing both tariff change and revision amount to settle the billing dispute and resolved the grievance of the complainant.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


(A.P. Sahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Bajarangal Agrawal, At/Po- Naktideol, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Raikhol, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.oierc.org under the "head "Cases->"GRF".