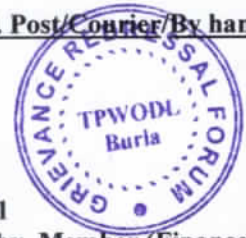


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 143 (4)

Date: 8/04/2025

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/69/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Marangola IV, LIP Pani Panchayat C/O-Ashok Kumar Nath At-Marangola, Po-Chipilima Dist-Sambalpur-768029		4110-0106-0370	9938769385
3	Respondent/s	E.E (Elect), SED, Sambalpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	07.02.2025			
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	07.02.2025			
9	Date of Order	8/04/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Chipilima



Appeared

For the Complainant- Marangola IV, LIP Pani Panchayat
Represented by Ashok Kumar Nath

For the Respondent - E.E(Electrical), SED, Sambalpur

GRF Case No- BRL/69/2025

Marangola IV, LIP Pani Panchayat
C/O- Ashok Kumar Nath
At-Marangola, Po-Chipilima
Dist-Sambalpur
Consumer No-4110-0106-0370

VRS

E.E(Electrical), SED, Sambalpur.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Smt Ashok Kumar Nath & others on behalf of Marangola IV, LIP Pani Panchayat appeared in the hearing on Dt. 07.02.2025, at the camp held at ESO Office, Chipilima and submitted a written complaint wherein he raised objection about wrong energy bills being charged continuously under Mega Lift Category (HT-Mega Lift) instead of Irrigation Pumping & Agriculture category (HT-IPA). Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute by revising the earlier bill considering the applicable tariff as Irrigation Pumping & Agriculture.


SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the physical verification report carried out on Dt.03.03.2025 in this case. In replay to the case, the Opposite Party admitted the fact that the complainant consumer has been wrongly billed under Mega Lift Irrigation tariff instead of Irrigation Pumping & Agriculture tariff & hence, the Opposite urged before the Forum to issue orders as deemed fit.

OBSERVATION

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4110-0106-0370, having CD-20KW under HT-Mega Lift category, coming under ESO-Chipilima & initial power supply effected on 21.01.2015. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. On verifying the billing history, it was observed from FG database (Licensee soft records) that first bill was charged in Jan-2015 on provisional basis, albeit the initial Meter No "WES45803" was available in the premises. Actual bills were raised thereafter from Feb-2015 to July-2018, but provisional bills were further charged from Aug-2018 to March-2021 @ 2304 units/month & also from April-2021 to March-2022 @ 2560 units/month, as no meter readings were recorded for billing.
2. A new Meter No "TPU34515" was updated in data base during April-2022 & actual bills further continued till Feb-2023. However, another new smart Meter No "1004763" was installed & updated in March-2023 & actual bills thereafter continued upto March-2024. Again, a new Meter No "TWSC59010422" was installed & updated in April-2024 and actual bills continued thereafter.

- 
3. As per the objection filed by the complainant regarding wrong charging of energy bills considering the tariff of HT Mega Lift Irrigation till date, the Forum observed that the monthly energy bills upto March-2022 was raised under HT- Irrigation Pumping & Agriculture category. However, from April-2022 to till date the energy bills has ben charged under HT Mega Lift tariff.
 4. The Mega Lift programme is designed to provide water to the farmers in the upland areas which otherwise could not be irrigated by normal means of flow irrigation. It is executed by lifting water from rivers/canals/reservoirs spread over the entire state to create irrigation facilities for hecres of crop land. In the instant case, the Opposite Party was asked to submit the reply statement as to why and how the consumer tariff category was changed from HT-IPA to HT-Mega Lift. The Opposite Party in reply to the case admitted & certified that the tariff of the consumer was wrongly updated as Mega Lift Category & hence, urged for necessary revision bills under LT-IPA category.
 5. It was further observed that Delayed Payment Surcharges as charged from April-2022 onwards should be withdrawn as the complainant was supplied with wrong bills.

From the above-mentioned facts & statements available on record the Forum is of the considered opinion that, the monthly energy bills so raised upto March-2022 were found correct that were charged under HT-IPA tariff but, the energy bills raised from Aptil-2022 till last billing are to be revised considering the applicable tariff as HT- "Irrigation Pumping & Agriculture" category, in order to extend fair & reasonable justice to the complainant consumer.

ORDER


After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


1. *The Opposite Party is directed to revise the energy bills charged from April-2022 till reclassification of consumer category, on the basis of the monthly consumption so recorded for billing, duly considering the applicable tariff as HT- "Irrigation Pumping & Agriculture" category, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to reclassify the consumer tariff category from HT- "Mega Lift" tariff to HT- "Irrigation Pumping & Agriculture" category without further delay.*
3. *The Opposite Party is directed to revise & withdraw the Delayed Payment Surcharges so levied from April-2022 till the Charging of bills that were raised under HT- "Mega Lift category".*
4. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant*


5. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

Accordingly, the case is disposed of.

The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order


B. Mahapatra
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


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


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Marangola IV, LIP Pani Panchayat, C/O- Ashok Kumar Nath, At-Marangola, Po-Chipilima, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Hiraakud, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

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

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/69/2025)