

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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2131 (4)

Date: 30/10/24

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

1	Case No.	BRL/675/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Basudev Pradhan C/o- Laxman Pradhan At-Thianal, Po-Budhapal, Dist- Deogarh.		4140-0106-0274	8658831261																																
3	Respondent/s	EE(Electrical), DED, Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	13.09.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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	13.09.2024																																			
9	Date of Order	30/10/24																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh.

Appeared

For the Complainant- Basudev Pradhan

Represented by Laxman Pradhan

For the Respondent - EE(Elect.), Deogarh, TPWODL.



GRF Case No- BRL/675/2024

(1) Laxman Pradhan

At-Thianal,

Po-Budhapal,

Dist- Deogarh.

Consumer No.- 4140-0106-0274

VRS

(1) EE(Elect.), Deogarh, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Basudev Pradhan bearing Consumer No **4140-0106-0274** represented by Laxman Pradhan under DED, TPWODL, Deogarh stated about revise the bill by changing the category from GP to LI as supply is being for Irrigation purpose. Presently supply is under disconnection, so requested to reconnect the supply as they are farmers need of supply for irrigation.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents except ledger copy for the period from Oct'2022 to Aug'2023 in this case.

OBSERVATION

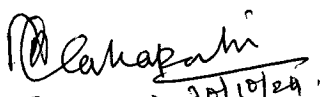
The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 15kw with initial date of p/s 19.10.2022 through meter sl. no."10006851" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. This Forum has issued an interim order on the camp date 13.09.2024 to reconnect the p/s taking Rs 10,000/- towards dues of electricity and to take up the categories change as well as revision of bill. The opposite party could not file the PVR and w/s but during discussion in later stage over phone confirmed that the bill has been raised on GP tariff with reference to regulation 138(e). However, the opposite party has forgotten to pay attention on the decision taken by TPWODL authorities on 27.07.2022 where it clearly stated that a single consumer no. having multiple beneficiaries for use of irrigation purpose (Cultivation) to be treated as LI category for each beneficiary. In this case, the opposite is supposed to treat the above complainant as LI category since date of its p/s and onward periods for used of irrigation and revision is required to settle the grievance after due verification thereon by opposite party.


Hence, the Forum is in the opinion that the Opposite party is liable to convert the tariff from GP to IPA(Irrigation Pumping and Agriculture) since date of its initial p/s to till date and onward periods also upto the use of irrigation purpose only after due verification thereon by opposite party and revise the bill for the period from the date of P/s to till date basing on the consumption recorded in meter sl. no."10006851" as well as withdraw the DPS as levied on serving wrong bills to the complainant and also the complainant should pay the dues if arrived after bill revision for getting the opportunity of reconnection of p/s.

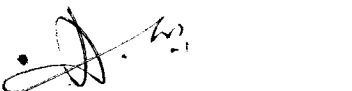
ORDER

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 convert the tariff from GP to IPA(Irrigation Pumping and Agriculture) since date of its initial p/s to till date and onward periods also upto the use of irrigation purpose only after due verification thereon by opposite party and revise the bill for the period from the date of P/s to till date basing on the consumption recorded in meter sl. no." 10006851" as well as withdraw the DPS as levied on serving wrong bills to 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/getting opportunity of reconnection of p/s.
 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.


(B. Mahapatra) 30/10/24
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(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) Laxman Pradhan, At-Thianal, Po-Budhapal, Dist- Deogarh.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.
(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: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 Forums."

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