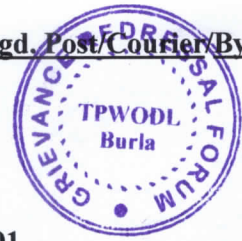


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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/SEED/ (Final Order)/ 1377 (4)

Date: 30/1/2024

Present:

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

1	Case No.	BRL/2/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Late Himanshu Sekhar Sahu-Consumer C/O- Sri Jatindra Ku Sahu At/Po-Themra Ps-Sadar Dist-Sambalpur		4162-3507-0072	9178812666
3	Respondent/s	S.D.O (E),Dhanupali		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.12.2023			
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	13.12.2023			
9	Date of Order	30/1/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office,Dhanupali, TPWODL

Appeared

For the Complainant- Late Himanshu Sekhar Sahu (Consumer)
Represented by Sri Jatindra Ku Sahu



For the Respondent - SDO (Electrical),Dhanupali, TPWODL.

GRF Case No- BRL/2/2024

Late Himanshu Sekhar Sahu (Consumer)
C/O-Sri Jatindra Ku Sahu
At/Po-Themra
Ps-Sadar
Dist-Sambalpur
Consumer No.- 4162-3507-0072

COMPLAINANT

VRS

(1) SDO (Electrical),Dhanupali, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Late Himanshu Sekhar Sahu bearing Consumer No 4162-3507-0072 represented by Jatindra Kumar Sahu is a domestic consumer. He has submitted a written complain wherein he stated that "His power supply wa a domestic connection & thereafter changed to commercial by authorities of licensee due to which excess bill is raising". Hence, he requests to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the PVR carried on 28.12.2023 & no other documents have been submitted in this case.

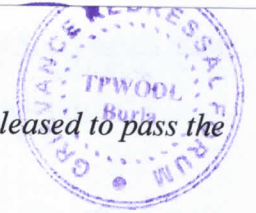
OBSERVATION

The case is persued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1.5Kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure Act/PL bill were raised with adjustment of PL bill up to Jan-Feb-2013. It is seen from the ledger that power supply was in LD position since March-2013 to Nov-2014 & PL/Avg bills were served from Dec-2014 to Dec-2023 & also not seen any meter replacement in FG data base. In PVR the opposite party has stated that No meter is available & power supply was effected with out meter & used for domestic instead of commercial with the remarks to convert the connection from commercial to domestic tariff but no W/S has been filed in this case. The complainant has submitted the copy of the application earlier given in favour of SDO, Dhanupali where it is found the same was acknowledged by SDO, Dhanupali on 08.02.2022 but could not steps forwards for its solution neither for inspection nor change of tariff to domestic category. In this connection regulation 42 & 43 of OERC (condition of supply) code 2019 may be referred. In such situation the conversion from COM to DOM & its revision is required with reference to Law.

Hence it is the opinion of the Forum that the opposite party is liable to convert the category from Commercial to DOM with its tariff w.e.f from 08.02.2023 observing departmental procedures as well ass steps to be taken for installation of the new meter & revision of the bill with reference to Regulation 155 with Domestic tariff.

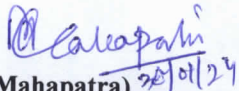
ORDER

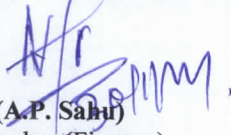
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to convert the category from Commercial to DOM with its tariff w.e.f from 08.02.2023 observing departmental procedures as well as steps to be taken for installation of the new meter & revision of the bill with reference to Regulation 155 with Domestic tariff since 08.02.2023 to up to date.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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 seven month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


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


(A.P. Sahu)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

Copy to

1. Late Himanshu Sekhar Sahu (Consumer), C/O-Sri Jatindra Ku Sahu, At/Po-Themra, Ps-Sadar, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, 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.orierc.org under the "head "Cases-> "GRF".)