

By Regd. Post/Courier/By hand



Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/JED/ (Final Order)/1471 (4)

Date: 23/02/2024

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

1	Case No.	BRL/94/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Murli Rout At-Panpali, Naxapali Dist-Jharsuguda	4131-2705-1099	9937750033	
3	Respondent/s	S.D.O (E)-I,Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	29.01.2024			
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	29.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Sri Murli Rout

For the Respondent - S.D.O (E)-I,Jharsuguda



GRF Case No- BRL/94/2024

Sri Murli Rout
At-Panpali, Naxapali
Dist-Jharsuguda
Consumer No.- 4131-2705-1099

COMPLAINANT

VRS

S.D.O (E)-I,Jharsuguda

OPPOSITE PARTY

GIST OF THE CASE

Sri Murli Rout appeared before this forum on dated 29.01.24 at its camp held in the ESO Office, Bagdihi under SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "His power supply of LI Point was disconnected on Jan-2023, he will made the payment & avail the power supply again after bill revision which enable to cultivate." So, he has requested to revise the bill.

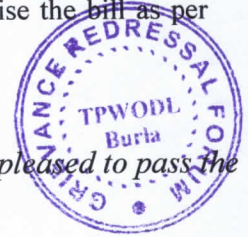
SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted billing abstract from Oct-2019 to Dec-2023, a PVR carried on 05.02.2024 wherein it is mentioned that there is No Meter with remarks given by the authority that "as per physical verification & internal analysis it is found that the power supply of the consumer has been disconnected due to elephant prone area from Jan-2023 so the revision may be done after installation of new meter & also file a W/S 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-DOM consumer having CD 1.5HP with date of initial power supply 01.01.1990 with status of supply is disconnected as seen from FG/Samadhan App. From the billing record the Forum came to know that the billing has been raised on average basis (D-code) with supply status as disconnected since Jan 2023 the showing an amount of Rs.20486.64 as arrear. Earlier the power supply has been used for agriculture purpose having its consumer No 4130-0103-1152 an later on might be converted to domestic as seen from the billing copy produced by the complainant with taking to consideration the single phase consumer also. In PVR & W/S the opposite party has stated that the power supply has been disconnected due to elephant prone area from Jan-2023 & to avoid damage of polls further as done earlier. However, the opposite party has committed to erect the pole to restore power supply but also appeal to the Forum to revise the bill after providing power supply through installation of new meter. In such situation, the opposite party to verify the use of power supply & find out whether it is a domestic or Irrigation Pumping & Agriculture consumption and accordingly suitable decision to be taken for its conversion to category according to the outcome of the verification report. For the time being the complainant is supposed to pay Rs.10000.00 along with RC fees for restoration of power supply & the revision to be taken care in accordance to regulation in later period.

Hence it is the opinion of the Forum that the opposite party is liable to restore the power supply through installation of new meter after erection of poles as required which has been damaged by elephants taking Rs.10000.00 along with RC fees and verify the consumer site as well as detect the purpose of use of power supply & if allowed as per regulation to be converted from Dom to IPA & accordingly revise the bill as per regulation.

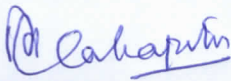


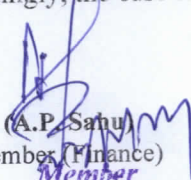
ORDER


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 restore the power supply through installation of new meter after erection of poles as required which has been damaged by elephants taking Rs.10000.00 along with RC fees and verify the consumer site as well as detect the purpose of use of power supply & if allowed as per regulation to be converted from Dom to IPA & accordingly revise the bill as per regulation.
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 (7) 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)
Co-opted Member


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. Sri Murli Rout, At-Panpali, Naxapali, Po-Arda, Ps-Laikera Dist-Jharsuguda
 2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
 3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
 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.oierc.org under the "head "Cases-> "GRF".)