

Grievance Redressal Forum
TPWODL, BURLA

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

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

Ref: GRF/Burla/Div/SED/ (Final Order)/ 1862 (4)

Date: 31/07/24

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

1	Case No.	BRL/451/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sawarmal Agrawal C/O- G L Sablaka At-Balmukund Dora Line Po-Khetrajpur Dist- Sambalpur.		4116-2212-0128	9006070400
3	Respondent/s	SDO(Electrical) Khetrajpur, TPWODL, Sambalpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	07.05.2024			
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	07.05.2024			
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, Khetrajpur, TPWODL, Sambalpur.

Appeared

For the Complainant- Sawarmal Agrawal
Represented by G L Sablaka



For the Respondent - SDO(Elect.) Khetrajpur, TPWODL, Sambalpur.

GRF Case No- BRL/451/2024

Sawarmal Agrawal
C/O- G L Sablaka
At-Balmukund Dora Line,
Po-Khetrajpur,
Dist- Sambalpur.
Consumer No.- 4116-2212-0128

VRS

SDO(Elect.), Khetrajpur, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

G L Sablaka on behalf of Sawarmal Agrawal has appeared on Dt. 25.06.2024 at the camp held at SDO Office, Khetrajpur and submitted a written complaint wherein he has stated about meter change & its related issues- to withdraw meter rent of new meter & allow to pay the rate of new meter at a time as well as change the name from Swarnamala Agarwal to Sarita Sablaka in billing data base.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Jan 2021 to May 2024, a PVR carried on 01.07.2024 & W/S has file in this case.

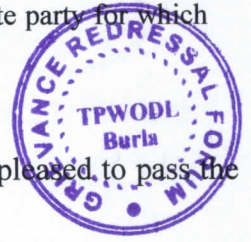
OBSERVATION

The case is pursued 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 0.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The above complainant has already been levied the meter rent for many periods where also found that no meter rent has levied for some periods which to be properly verified further by opposite party since date of power supply/available of billing data. The total meter rent so paid by complainant to be derived by the opposite party accordingly. Meanwhile it is seen that on 26.12.2023 a new smart meter was install bearing SL No TWSP51097088 & meter rent has been levied by opposite party @Rs.60/- per month from Aug 2023 to till date. This Forum has gone through the W/S where it is seen that the reporting is not conclusive with the declaration that they have no objection if deposited the cost of meter at a time in advance as the same procedure was in force during WESCO period & also agreed to withdraw the meter rent so raised with stop levying further meter rent. In regards to change of ownership the complainant should submit the required documents for taking action by opposite party as per regulation. During verification of FG database with meter change details it came to notice of the Forum that the old meter has been replaced by one new smart meter due to defective of old meter & not mentioned about the fault for which meter got defective. In this case this Forum feels that there is no fault of the complainant for defective of the meter. Further, the new smart meter has been installed considering the technological upgradation w.r.t. Regulation 113(v) of OERC Distribution (Conditions of Supply) Code,2019. In this case the consumer is supposed to pay the differential cost of the meter & name to be change after submission of required documents as per regulation & clearance of electricity dues stands in the above consumer number if any.

Hence it is the opinion of the Forum that the opposite party is direct to calculate the meter rent already taken from the consumer & to serve the estimate & to collect the balance amount which the complainant is liable to pay as requested to pay the meter rent/balance cost of meter in advance w.e.t regulation 113(v). Further, the change of name to be consider on submission of required documents by complainant to opposite party for which the opposite party will guide & facilitate the consumer for the same.

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 direct to calculate the meter rent already taken from the consumer & to serve the estimate & to collect the balance amount which the complainant is liable to pay as requested to pay the meter rent/balance cost of meter in advance w.e.t regulation 113(v). Further, the change of name to be consider on submission of required documents by complainant to opposite party for which the opposite party will guide & facilitate the consumer for the same.
2. The Complainant is directed to submit the required document for change of name consulting the opposite party accordingly.
3. **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
(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. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to-
1. Sawarnal Agrawal, C/O- G L Sablaka, At-Balmukund Dora Line, Po-Khetrajpur, Dist- Sambalpur.
 2. Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, Sambalpur 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 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".