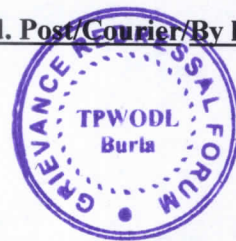


**Grievance Redressal Forum
TPWODL, BURLA**

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 A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1877 (4)

Date: 31/07/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/493/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Rubita Panda(consumer) Rabi Narayan Nayak At/Po- Kardula,Chipilima, Dist- Sambalpur-768026.	4118-3105-0685	9437539145	
3	Respondent/s	SDO(Electrical), Hirakud, TPWODL	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	26.07.2024			
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	26.07.2024			
9	Date of Order				
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Chipilima, TPWODL, Sambalpur.

Appeared

For the Complainant- Rabi Narayan Nayak, Representative of Rubita Panda

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



GRF Case No- BRL/493/2024

Rabi Narayan Nayak
C/o Rubita Panda
At/Po- Kardula, Chipilima,
Dist- Sambalpur-768026.
Consumer No.- 4118-3105-0685

COMPLAINANT

VRS

(1) SDO(Elect.), Hirakud, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Rubita Panda bearing Consumer No **4118-3105-0685** represented by Rabi Narayan Nayak under SED, TPWODL, Sambalpur stated about declaration the consumer 03phase supplier instead of single-phase supplier.

Hence, the Complainant prayed before the Forum to consider the case for rectification after verification thereon.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted anything 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-domestic consumer with CD of 11kwh and date of p/s 29.07.2019 as seen from the FG data base/ Samadhan App. The complainant has claimed that the p/s at present of 03phase instead of single phase. The meter sl. no TW02087451 was installed on 15.11.2023 where the earlier meter no LW247796 in billing since date of p/s. As seen, the CD is 11kw in billing hence the p/s convert to 03phase but the complainant claimed that the load should be within 03 to 04kw which to be considered as single phase in regards to regulation 134(I) of 1(a) of OERC Distribution (Conditions of Supply) Code,2019. During hearing, both parties have been heard and the opposite party has been directed to conduct the physical verification and if found the load within/upto 05kw to be treated as single phase and if found CD of more than 05kw to be treated as 03phase and accordingly needful action to be taken by opposite party for its rectification in the billing.

Hence, the Forum is in the opinion that as the opposite party is supposed to conduct the physical verification and as per outcome of the report with reference to reg. 134(I) of 1(a) of OERC Distribution (Conditions of Supply) Code,2019 the p/s to be treated as single phase/03phase and necessary rectification in billing to be done (CD 05kw or upto 05kw to be considered as single phase and above 05kw to be considered as 03phase) as the case may be. The Complainant is likely to co-operate to opposite party for conducting the physical verification.

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 conduct the physical verification and as per outcome of the report with reference to regulation 134(I) of 1(a) of OERC Distribution (Conditions of Supply) Code, 2019 the p/s to be treated as single phase/03phase and necessary rectification in billing to be done (CD 05kw or upto 05kw to be considered as single phase and above 05kw to be considered as 03phase) as the case may be.
2. The Complainant is directed to co-operate to opposite party for conducting the physical verification.
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.

(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) Rubita Panda, C/o-Rabi Narayan Nayak, At/Po- Kardula, Chipilima, Dist- Sambalpur, Pin-768026.
(2) Sub-Divisional Officer (Elect.), Hirakud, 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: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.orierc.org under the “head “Cases->”GRF”.