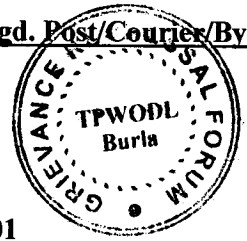


Grievance Redressal Forum

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/SED/ (Final Order)/ 1684 (4)

Date: 27/04/24

Present:

Sri A.K. Satapathy, President

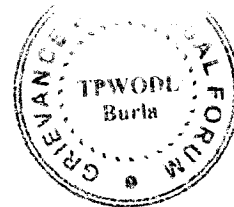
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/210/2024			
2	Complainant/s`	Name & Address		Consumer No	Contact No.
		Shyam Narayan Pattanayak S/O Late Nabin Kishor Pattanayak (Consumer) Gosala Sambalpur-768025		4118-3306-0061	9337882793
3	Respondent/s	S.D.O (E),Hirakud			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	15.02.2024			
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	15.02.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Gosala, TPWODL

Appeared

For the Complainant- Shyam Narayan Pattanayak
S/O Late Nabin Kishor Pattanayak (Consumer)



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

GRF Case No- BRL/210/2024

Shyam Narayan Pattanayak
S/O Late Nabin Kishor Pattanayak (Consumer)
Gosala
Sambalpur
Consumer No.- 4118-3306-0061

COMPLAINANT

VRS

SDO (Electrical), Hiraakud, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

1. Shyam Narayan Pattanayak appeared on Dt. 15.02.2024 at the camp held on ESO Office Gosala and submitted a written complaint wherein he has stated that the consumer number 4118-3306-0061 is in the name of his Late father Nabin Kishor Pattanayak and being used by him at present. He along with his father have been using this power supply for domestic purpose with his front room being used as cycle repairing shop which is commercial in nature.

His tariff has been listed as commercial for the whole load of CD 1KW since the date of power supply and he has been billed as G.P consumer since beginning. His father has been written many applications requesting change of tariff from Commercial to Domestic. Sri Shyam Pattanayak has submitted copies of 02 No of application signed by his late father Nabin Kishor Pattanayak on Dt.10.10.2006 & 11.02.2012 addressed to the ESO, Gosala, WESCO wherein he has requested to change the tariff from Commercial to Domestic.

2. Sri Pattanayak in his application Dt. 15.02.2024 has stated that his tariff has already been changed to Domestic from G.P by the present incumbent ESO Sri Niroj Sahu on 09.02.2024. The complainant has requested this Forum to revise the outstanding amount of Rs.456000.00 from Jan 2021 at least i.e from the date of taking over by TPWODL.

SUBMISSION OF OPPOSITE PARTY

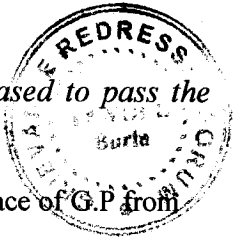
The opposite party has submitted a copy of PVR of the consumer made on 08.02.2024 wherein the opposite has stated that "the consumer is availing power supply of 0.778KW load for domestic purpose, out of which 0.12KW load is used for commercial purpose in front of house which is within 20% of the total load. Hence the tariff is to change from General Purpose to Domestic."

OBSERVATION

From the statement & documents submitted by both the parties this Forum observed that as the consumer is using 02 Nos of Bulb points of 9W LED bulbs and 01 No of Fan in the front room where there is a cycle Repairing shop the present load is 0.12KW, which is within 20% of contract demand of 01KW. The consumer has also stated during hearing that he has been using these LED bulbs from before 2021 and hence he requests to revise the tariff from G.P to Domestic from Jan 2021 is justified. As there are 02 Nos of bulb points, earlier he might have used incandescent bulbs of about 100W each to halving the load to more than 20% of C.D and hence the tariff of earlier period without LED bulbs is justified to be G.P.

ORDER

After careful examination of the statements & documents submitted, this Forum is pleased to pass the Order as follows.



1. The Opposite Party is directed to revise the bill by taking the total load as Domestic in place of G.P from 01.01.2021 till date and serve a revised bill to consumer.
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 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

Copy to: -

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Shyam Narayan Pattanayak, S/O Late Nabin Kishor Pattanayak Gosala, Dist- Sambalpur-768025
2. Sub-Divisional Officer (Elect.), Hiraakud, 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. GR-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".)