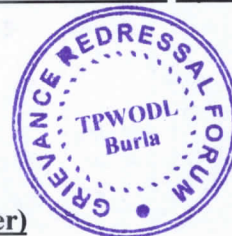


Grievance Redressal Forum

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 and B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1381 (1)

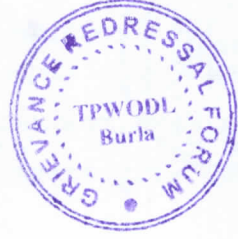
Date: 30/01/2024

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/6/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		WAPCOS Ltd C/O- Manas Ranjan Ojha Account Assistant, WAPCOS At-CHEP, Chipilima Qtr No -F5/6 Sambalpur	4118-3102-0090	9777804603	
3	Respondent/s	S.D.O (E),Hirakud	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	28.12.2023			
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	28.12.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- WAPCOS Ltd
Represented by Manas Ranjan Ojha

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

GRF Case No- BRL/6/2024

(1) WAPCOS Ltd
Represented by Manas Ranjan Ojha
Account Assistant, WAPCOS
At-CHEP, Chipilima
Sambalpur
Consumer No.- 4118-3102-0090

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

Sri Manas Ranjan Ojha, Account Assistant, WAPCOS Ltd, CHEP, Chipilima appeared before this forum on Dt. 28.12.2023 at the camp held in the office of ESO, Chipilima and submitted a written complain wherein he has stated that " he has been allotted a Qr No-F5/6 CHEP, Chipilima vide allotment letter No CHEP/HRD-14(Vol-III) /4029 Dt.16.11.2022 of unit head CHEP, Chipilima which has been allotted to WAPCOS Ltd of which he is an employee. He had occupied the said quarter on 01.12.2022 and thereafter he has applied to SDO, Electrical Sub Division, Hiraakud, TPWODL on 14.04.2023 and again on 25.07.2023 for providing electrical connection to the said quarter whose power supply has been disconnected.

He has prayed this Forum to grant new electricity connection in favour of WAPCOS Ltd for residential purpose. The complainant has submitted the following documents

1. Copy of allotment order of the said quarter.
2. Occupation report of the said quarter from 01.12.2022.
3. Copies of application to SDO, Hiraakud for power supply on dated 14.04.2023 & 25.07.2023. signed by Team Leader, WAPCOS Ltd, CHEP, Chipilima.
4. A copy of photo of the Meter SI No WLT-269662.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted the consumer detail & bill abstract from April-2018 to Feb-2022 taken from FG.

OBSERVATION

From the statement and documents submitted by the opposite party this Forum observed that the said quarter No F5/6 is vacant as per consumer history. Bill has been stopped since July-2022 with an arrear of Rs.38529.89. The said quarter F5/6 is allotted to WAPCOS Ltd during 16.11.2022 and has been occupied by WAPCOS from 01.12.2022 for residential purpose by Sri Manas Ranjan Ojha, the applicant.

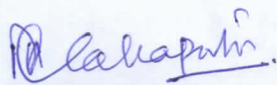
At the time of occupation there was supply though the bill was stopped. Now WAPCOS intend to avail authorized supply in his name by depositing the security deposit. When the WAPCOS occupied the said quarter there was a meter (running OK). However, a meter reading from 03.03.2023 available with the consumer which was 2028 with meter SI No WLT269662. The meter reading of the same meter No WLT26962 is 2425 on 28.12.2023 as per statement of J.E, TPWODL Sri Amar Kumar Mahapatra.

ORDER

After careful examination of the statement & records of both the parties, this Forum is pleased to order that

1. The Complainant should apply to SDO, Hirakud afresh for restoration of power supply to the Or No F5/6, Chipilima through the owner of the quarter (Allotment authority) with due recommendation for the same & with comments regarding the mode & means of realization of the outstanding arrears against the same quarter No F5/6 with Con No 4118-3102-0090.
2. After receiving the fresh application from the complainant, the SDO, Hirakud should restore the power supply by taking fresh security deposit from the complainant after following the procedure as per law. Also, the SDO should take steps to realise the arrear amount outstanding for the same quarter by taking proper action with required communication with the original owner of the premises i.e., authorities of CHEP, Chipilima.
3. Conduct a fresh PVR of the premises & installation along with the meter condition and prepare /revise the bill accordingly and to serve the bill to appropriate person.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. Opposite party is directed to submit the compliance report to this Forum within four 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.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL, Burla, 768017

- Copy to: WAPCOS Ltd, C/O - Manas Ranjan Ojha, Account Assistant, WAPCOS, At - CHEP, Chipilima, Dist- Sambalpur
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".)