

**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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2126 (4)

Date: 30/10/24

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

1	Case No.	BRL/727/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Radha Mohan Sahu At/Po-Kansaripada,Goelbazar, Dist- Sambalpur.		4161-3407-0024	9777009456
3	Respondent/s	SDO (E), Bhutapada, TPWODL,Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	07.10.2024			
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	07.10.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- Radha Mohan Sahu
Represented by Kartika Sahu

For the Respondent - SDO(Elect.), Bhutapada, TPWODL.

GRF Case No- BRL/727/2024

(1) Radha Mohan Sahu
At/Po-Kansaripada, Goelbazar,
Dist- Sambalpur
Consumer No.- 4161-3407-0024

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Radha Mohan Sahu bearing Consumer No 4161-3407-0024 represented by Kartika Sahu under SEED, TPWODL, Sambalpur stated about conversion of tariff from GP to domestic.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents 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-GP consumer having CD 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. During the course of hearing, the complainant has stated that since long the p/s has been used for domestic purpose and earlier there was a commercial shop in that premises. But the complainant could not prove about the periods of domestic consumption nor submitted any relevant documents in its support. In this case, the complainant has requested to the opposite party for conversion to domestic category on 23.08.2024 which was duly received by Officer, RCM, Goelbazar Electrical Section. Further, the complainant has submitted another application on 07.10.2024 to ESO, Goelbazar. The opposite party could not take any action despite received the application with reference to regulation 42/43 and pending with them. In such situation, the Forum feels that conversion to be considered following the regulation.

Hence, the Forum is in the opinion that the Opposite party is liable to convert the tariff from GP to DOM with effect from 23.08.2024 along with the revision there on to till date to settle the grievance of the complainant.

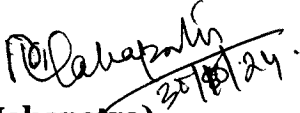
ORDER

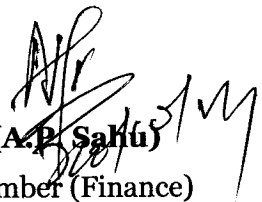
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


- 1. The Opposite Party is directed to convert the tariff from GP to DOM with effect from 23.08.2024 along with the revision there on to till date.*
- 2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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.


(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. Satpathy)
 President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Radha Mohan Sahu, At/Po-Kansaripada, Goelbazar, Dist- Sambalpur.
 (2) Sub-Divisional Officer (Elect.), Bhutapada, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
 (3) Executive Engineer (Elect.), SEED, 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".