

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028
 Email: grf.bargarh@tpwesternodisha.com, Ph No.06646-230135
 Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 41 (4)

Date: 20.02.2024

Present: Sri B. K Singh (President),
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/08/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sachirekha Mishra Saraswati Sisu Mandir At/Po-Paikmal. Dist-Bargarh	5154-1106-0151	8455032421	
3	Respondent/s	SDO(Elect), Paikmal , TPWODL		Division B.W.E.D, TPWODL, Bargarh	
4	Date of Application	05.01.24			
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	05.01.2024			
9	Date of Order	20.02.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



Place of Camp: Office of The Sub Divisional Officer, Paikmal, TPWODL.

Appeared

For the Complainant- Sachirekha Mishra
Represented by Sushanta Kumar Mallik,

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

GRF Case No- BGH/08/2024

(1) Sachirekha Mishra
Saraswati Sishu Vidya Mandir
At/Po-Paikmal
Dist- Bargarh
Consumer No.- 5154-1106-0151

COMPLAINANT

VRS

(1) SDO(Elect), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed in the name of Sachirekha Mishra, Saraswati Sishu Vidya Mandir, At/Po-Paikmal, represented by Sushanta Kumar Mallik, objected about energy bills charged during the covid period i.e from Mar 2020 to July 2021 and prayed before the Forum for an efficacious remedy.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the Physical Verification Report dt. 05.01.2024, Ledger detail from Mar 2001 to Dec 2023 and the written Submission. In reply to this case, the opposite party mentioned that the initial date of power supply to the complainant was on 01.01.1990. The energy bills were raised on actual basis till Nov 2008. Thereafter from Dec 2008 to Apr 2022 bills were raised on Provisional/Average basis. The defective meter bearing Sl No. 712147 was replaced by a new meter bearing Sl No. "WLT285659" on dt. 01.12.2021 and thereafter, actual bills are being raised. The opposite party urged before the Forum to issue necessary orders for withdrawal of bills raised during the covid period as the school was closed at that time.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL, bearing Consumer No- 5154-1106-0151, having CD-1KW, under Specified Public Purpose Category, under ESO, Paikmal. The date of initial power supply to the complainant was on 01.01.1990. In reference to the complaint made in camp court held at SDO (Elect), Paikmal dt. 05.01.2024 & the case being registered vide court case No. BGH/08/2024, notice was issued to the complainant regarding submission of further document as ; Notifications regarding closure of Schools during Covid Period, from the School & Mass Education Department, Govt of Odisha/Block Education Officer, Paikmal/District Education Officer, Bargarh/District Administration, Bargarh & Declaration of List of Quarantine Centres notified by District Education Officer, Bargarh/ District Administration, Bargarh. It was also asked to submit a certificate from the BEO, Paikmal/DEO Bargarh or District Authority or by the Head of the School/Institution,

regarding no usage of such premises as Quarantine Centres. But, despite of repeated reminders to furnish above documents to substantiate the claim further, the complainant couldn't submit the above records, circulars, certificates etc. as asked for.


On scrutinizing the records, it was observed that bills were raised from Dec 2008 to Jun 2012 on Actual/Average/Provisional basis. From July 2012 to Dec 2012 bills were raised on average basis with status Meter defective. Thereafter the power supply was disconnected from Jan 2013 to Jun 2015. From July 2015, again Average bills were raised till Oct 2021. A new meter bearing Sl No. "WLT285659" was installed on 01.12.2021 and actual bills were charged thereafter. The ledger abstract revealed that an adjustment was done by the Opposite Party revising the defective period billing raised from July 2012 to Oct 2021 and an amount of Rs. 1,333.29 was credited (withdrawn) in the complainant's account during Feb 2023 billing.


The point in question here is to ascertain the period of covid Pandemic in which the School premises remained unused and also the Quarantine centres declared to the School, if any, to ascertain the occupancy of the School during such Covid Period in order to facilitate the patients to accommodate & treatment thereon. The complainant could not furnish the records justifying the non occupancy period of the school premises. However, it is a matter of fact that, by and large all the State Govt Schools/Colleges, Hostels attached to schools, Private Schools/Colleges etc were allowed to close during different period of times to contain the spread of viruses evolved, as per the directives issued from time to time by the Central/State Government.

Hence, in the absence of proper records, circulars, statements, certificates, the Forum is at constraint to pass orders for necessary redressal of the grievances at this time.

However, the complainant is at liberty to file the petition afresh with necessary supplementary documents to the Forum for proper adjudication and order thereof.

Hence, the instant case is hereby dropped.


(S. Tripathy) 19/12/24
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 19/12/24
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Copy to: -

1. Sachirekha Mishra, Saraswati Sisu Vidya Mandir, At/Po-Paikmal, Dist-Bargarh, Mob-8455032421.
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
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.ori.erc.org under the "head "Cases->"GRF".