

**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)/ 2071 4

Date: 30/09/24

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

1	Case No.	BRL/692/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President V. E. C C/O Sarojini Nayak, Headmaster Govt UP School Dhanupali Bareipali Dist-Sambalpur		4110-0112-0314	7327986403
3	Respondent/s	E.E (Electrical), SED,Sambalpur, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	19.09.2024			
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	19.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Appeared

For the Complainant- President V. E. C
Represented Sarojini Nayak, Headmaster Govt UP School Dhanupali

For the Respondent - E.E (Electrical), SED, Sambalpur, TPWODL.

GRF Case No- BRL/692/2024

(1) President V. E. C
Represented Sarojini Nayak, Headmaster Govt UP School Dhanupali
Bareipali
Dist-Sambalpur
Consumer No.- 4110-0112-0314

COMPLAINANT

VRS

(1) E.E (Electrical), SED, Sambalpur, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of **GOVT.U.P.SCHOOL,DUANPALLI,P.O.-BAREIPALI** represented by **SAROJINI NAYAK,HEADMASTER** bearing Consumer No **4110-0112-0314** under SED, TPWODL, Sambalpur stated about billing dispute- Bill revision has made as per earlier order of GRF but not considered the DPS portion for withdrawal which was wrongly/illegally added to the bill hence showing arrear instead of negative balance of outstanding.

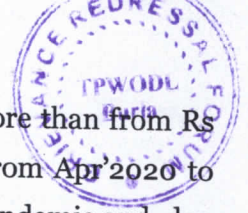
Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case but appeared before the Forum during hearing and also draw opinion as equal to complainant.

OBSERVATION

Refer to the GRF order dated 18.09.2023 in GRF case no 302/2023 communicated to both parties. In this case, order has already been delivered to revise the bill and accordingly the opposite party done the job of bill revision and withdrawn an amount of Rs 1,50,852.50/- which was credited to ledger on 29.02.2024 pertaining the period from Jul'2021 to Jul'2023 with adjustment of previous revision credit for the period from Sep'2022 to Dec'2022 of Rs 7892.36/- and also found the outstanding balance on 29.02.2024 of Rs 19,159.81/-(As per ledger) which due to application of DPS of many periods. During the course of hearing, the complainant has stated that the school was closed for the period from Apr'2020 to Jun'2021 due to COVID-19 was there and as per Govt. direction but the opposite party could not say anything and accepted the fact which is known to everybody and during the above periods there was no consumption of p/s but bills were raised as because during that time there was problem in billing system billing also as the meter readers were also not moved the field for meter reading purpose due to such pandemic situation. Although, bill revision was conducted but could not withdraw the DPS portion as well as also not considered the revision for the period from Apr'2020 to Jun'2021 as not mentioned in the order but it was the implied authority that DPS should not be levied unless provide correct bill with reference to regulation and no bills were required to raised during closed down periods kept pending and waiting for order of this Forum. The representative of the complainant has again appeared before the



Forum on 19.09.2024 at site camp with the claim to withdraw the DPS so levied for more than from Rs 25,000 to 30,000/- alongwith to considered the withdrawal of billing for the period from Apr'2020 to Jun'2021 in where there was no consumption due to closed down of school for COVID pandemic and due to which the arrear is showing as positive balance instead of negative balance as because more amount has already been paid in this consumer no. As observed the opposite party has served the incorrect bills time to time and after obtaining GRF order bill was revised but not consider the DPS portion and waiver of billing for non-use periods taking the plea not in the order but it is the implied authority for taking decision by opposite party which found laces in their part in this case. This Forum believes that the claim of the complainant is very genuine and required withdrawal of DPS as not provided the actual bills time to time with reference to actual meter reading and following the regulation 151(I) and 152 etc and also withdraw the billing so raised during non-use periods of p/s. It is also seen that negative balance is showing as outstanding for the period from Jun'2021 to Jul'2022 and also to be continued which is showing positive balance due to application of DPS. So, for better settlement of the issues further bill revisions are required.


Hence, after going through all the relevant documents the Forum is in the opinion that the DPS portion so levied during bill revision periods and non-use periods of p/s are required to withdrawal alongwith withdrawal of the billing for non-use periods of p/s with reference to law which was also agreed by opposite party during the course of hearing on that date. The details of further bill revisions are given below: -

- a) Withdraw the billing so raised during Apr'2020 to Jun'2021, the EC,ED and proportionate of DPS portion keeping in view levy of DPS on outstanding EC in Mar'2020 only.
- b) Withdraw the total DPS so levied during Jul'2021 to Aug'2024 as negative outstanding will come after calculation and effect of bill revision hence no need of levy of DPS so far law is concerned.
- c) Effect the above bill revisions to the complainant's ledger and serve the letter for betterment being the Govt. consumer for keeping record at their end.

ORDER

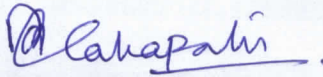
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. *The Opposite party is directed to follow the below mentioned instructions: -*
 - i. *Withdraw the billing so raised during Apr'2020 to Jun'2021, the EC, ED and proportionate of DPS portion keeping in view levy of DPS on outstanding EC in Mar'2020 only.*
 - ii. *Withdraw the total DPS so levied during Jul'2021 to Aug'2024 as negative outstanding will come after calculation and effect of bill revision hence no need of levy of DPS so far law is concerned.*
 - iii. *Effect the above bill revisions to the complainant's ledger and serve the letter for betterment being the Govt. consumer for keeping record at their end.*


President
Grievance Redressal Forum
TPWODL, Burla - 768017

2. **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.**

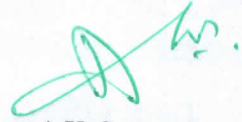
Accordingly, the case is disposed of.



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

Copy to: -

1. President V. E. C, C/O Sarojini Nayak, Headmaster Govt UP School Dhanupali, Bareipali, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Ainthapali, 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".)

