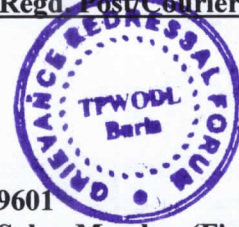


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 1545 (4)

Date: 29/02/2024

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

1	Case No.	BRL/167/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Office of the Additional Chief Engineer Canal Circle, At/Po-Burla Dist-Sambalpur-768017	4113-1112-0024	9439425305	
3	Respondent/s	S.D.O(Electrical) Burla,TPWODL		Division S..E.D, TPWODL, Sambalpur	
4	Date of Application	11.08.2023			
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	25.08.2023	11.09.2023		
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√ Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Office of the Additional Chief Engineer,
Represented by Sri Hemanta Kumar Pandab, Additional Chief Engineer

For the Respondent - SDO(Elect.) Burla, TPWODL, Sambalpur.



GRF Case No- BRL/167/2023

(1) Office of the Additional Chief Engineer,
Represented by Sri Hemanta Kumar Pandab, Additional Chief Engineer **COMPLAINANT**
Canal Circle,
At/Po-Burla, Dist-Sambalpur-768017
Consumer No.- 4113-1112-0024

VRS

(1) SDO(Elect.) Burla, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name of Office of the Additional Chief Engineer, Represented by Sri Hemanta Kumar Pandab, Additional Chief Engineer bearing Consumer No 4113-1112-0024 under SEED, TPWODL, Sambalpur stated about billing dispute, change of name & change of tariff etc & submitted relevant documents like copy of Money Receipt for payment of Rs.40000.00 on 22.03.2023, copy of bills, copies of various letter address to TPWODL authorities etc for record & reference. Hence, the Complainant prayed before the Forum to consider the case.

SUBMISSION OF OPPOSITE PARTY

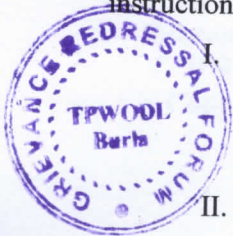
The Opposite Party has submitted copy of ledger, copies of bills but no PVR or W/S has submitted in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 6KW with date of initial power supply 01.01.1990 having billing status- Bill Stopped as seen from FG/Samadhan App. The complainant has communicated many times to Authorities of the Licensee (TPWODL) to settle the billing dispute & allow to deposit the SD amount in where (Qtr No C-2) the office of Additional Chief Engineer, Canal Circle, Burla is at present functioning. During course of hearing the complainant has appeared and stated that the functioning of the office of Additional Chief Engineer, Canal Circle, Burla was with effect from 01.12.2021 & prior to that the above power supply has been used by CRPF & the bills were raised in Favor of DIG Polce (CRPF) followed by written communication to this Forum. This Forum has taken up the matter at an urgent basis & directed over hearing to show the calculation in accordance to law with due adjustment of payment has already been made by CRPF authority which was in favor of mis posting by segregating the bill up to 30.11.2021 & from 01.12.2021 to 30.01.2024. Actual bills have been served up to Jan 2021 with KWh reading of 107189 in reference to consumption recorded in meter SL No WCG09983 & PL bills were served from Feb-2021 to April 2021 and LD since May-2021 to July-2021 and thereafter bill has been stopped. The complainant has accepted that the power supply was neither disconnected nor in LD position at any point of time since occupied the quarter by his office with the clearance that the power supply was in active position since 01.12.2021 to till date. That considering all the material facts involved in this case, it is true that the DIG Police (CRPF) is liable to pay the dues up to 30.11.2021 and Add. Chief Engineer, Canal Circle, Burla is liable to pay since 01.12.2021 to onwards periods up to holding of the quarter for their use. The opposite party

during hearing was directed to serve the bill to both Deptt as per the tenure of the holding of the quarter by segregating the bill up to 30.11.2021 and from 01.12.2021 to up to ^{date} after due adjustment thereon for the misposting for an amount od Rs.13304.00 paid by DIG Police (CRPF) and considering the payment of Rs.40000.00 was already paid by Add. Chief Engineer, Canal Circle, Burla. In accordance to the direction of this Forum, the opposite party has taken steps to serve the bill for Rs.7061.46 up to 30.11.2021 as final bill drawn on DIG Police (CRPF) & for Rs.34990.40 as provisional bill from 01.12.2021 to 30.01.2024 drawn on Add. Chief Engineer, Canal Circle, Burla as a stop gap arrangement as per request of the complainant for consideration of the payment but not as a proper and correct measure which is to be done in reference to regulation. As learnt Add. Chief Engineer, Canal Circle, Burla has cleared the dues in reference to provisional bill of Rs.34990.00 which was paid on 22.02.2024 but DIG Police (CRPF) has yet not cleared the dues od Rs.7061.46. As the complainant is using the power supply for Commercial (GP) purpose- for office use hence needs change of tariff from DOM to GP as well as change the name from DIG Police (CRPF) to Add. Chief Engineer, Canal Circle, Burla but after taking SD and observing Departmental procedure as applicable and the bill to be raised as per commercial tariff w.e.f 01.12.2021 might be the bill so drawn in that way but required further verification & rectification to confirm the same.

In such situation, the Forum feels that the opposite party is supposed to follow the below mentioned instructions as per regulation as applicable so that the grievances of the complainant will be resolved



- I. The final bill so raised up to 30.11.2021 of Rs.7061.46 to be submitted DIG Police (CRPF) through register post along with request letter to clear the dues or transfer the amount as per Regulation 175 to the other consumer number where the office at present is continuing.
- II. For the time being the amount Rs.7061.46 to be transferred to inoperative account but reflect tin the bill of Add. Chief Engineer, Canal Circle, Burla in separate way but not included in the billing & the opposite party will not claim the above amount from Add. Chief Engineer, Canal Circle, Burla in any point of time which is not the liability of the complainant.
- III. Accept the SD amount after due communication about the amount to Add. Chief Engineer, Canal Circle, Burla-the calculation of SD to be done considering the tariff as G.P.
- IV. Change the tariff from DOM to GP w.e.f 01.12.2021 and immediately put up to FG for rectification & served the update bill accordingly to the complainant.
- V. Change the name from DIG Police (CRPF) to Add. Chief Engineer, Canal Circle, Burla immediately to avoid further litigation & facilitate to the complainant.

ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to follow the instructions are given below for settlement of the grievance of the complainant
 - I. The final bill so raised up to 30.11.2021 of Rs.7061.46 to be submitted DIG Police (CRPF) through register post along with request letter to clear the dues or transfer the amount as per Regulation 175 to the other consumer number where the office at present is continuing.
 - II. For the time being the amount Rs.7061.46 to be transferred to inoperative account but reflect tin the bill of Add. Chief Engineer, Canal Circle, Burla in separate way but not included in the

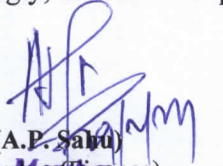
billing & the opposite party will not claim the above amount from Add. Chief Engineer, Canal Circle, Burla in any point of time which is not the liability of the complainant.

- III. Accept the SD amount after due communication about the amount to Add. Chief Engineer, Canal Circle, Burla-the calculation of SD to be done considering the tariff as G.P.
 - IV. Change the tariff from DOM to GP w.e.f 01.12.2021 and immediately put up to FG for rectification & served the update bill accordingly to the complainant.
 - V. Change the name from DIG Police (CRPF) to Add. Chief Engineer, Canal Circle, Burla immediately to avoid further litigation & facilitate to the complainant.
2. 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.
 3. **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)
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.P. Saru)
Member (Finance)
Grievance Redressal Forum
TPWODL, Burla - 768017



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

Copy to: - (1) Office of the Additional Chief Engineer, Canal Circle, At/Po-Burla,
Dist-Sambalpur-768017.

- (2) Sub-Divisional Officer (Elect.)-I, Bhutapada, TPWODL, Sambalpur 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".