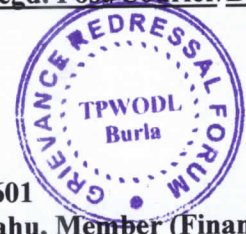


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



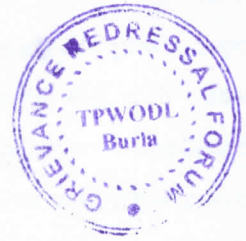
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1408 (4)

Date: 30/01/2024

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

1	Case No.	644 of 2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Sabita Sahu C/o Sri Mrutyunjaya Sahu, At-Dhankauda, Dist- Sambalpur.		4161-3206-0528	9937012723
3	Respondent/s	S.D.O(Electrical)-I Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	17.02.2023			
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	28.02.2023	09.06.2023		
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			





Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Smt. Sabita Sahu

Represented by Sri Mrutyunjaya Sahu

**For the Respondent -** S.D.O(Elect.)-I Bhutapada, TPWODL, Sambalpur.

**GRF Case No- 644/2023**

(1) Smt. Sabita Sahu  
C/o Sri Mrutyunjaya Sahu,  
At-Dhankauda  
Dist- Sambalpur.

**COMPLAINANT**

**VRS**

(1) S.D.O(Elect.)-I Bhutapada, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

In this regard refer to Intern Order Dt.31.08.2023 issued by this Forum vide its L No 878(4)

**SUBMISSION OF OPPOSITE PARTY**

In this regard refer to Intern Order Dt.31.08.2023 issued by this Forum vide its L No 878(4) as well as the documents submitted through mail on 29.11.2023 & 08.12.2023 along with copy of application signed by Kartika Kumar Pradhan.

**OBSERVATION**

The interim order Dt. 31.08.2023 was communicated to both parties vide its L No 878(4). After receiving the interim order, opposite party has taken care to do the needful & accordingly discuss the matter with the complainant in presence of E.E, SEED, Sambalpur where at that date Head Enforcement was also present there. But it is unfortunate to say that the complainant could not turned up to act in accordance to the direction in the interim order rather shown the misbehaviour attitude to them which is a bad symptoms & not acceptable in any circumstances as per law. In this regard, the opposite party has intimated to this Forum through Email on 29.11.2023 with the statement that the complainant has submitted the letter denying for new service connection & also submitted the letter of Sri Kartika Pradhan. Further mentioned that, the complainant neither submitted the document as directed in the interim order nor settle the penalty issue sitting with penalty resolution team of TPWODL formed for the purpose nor deposited 50% of the outstanding amount. In interim order, both parties have been allowed to enjoy the OTSS 2022 benefit but also failed to do so where it is observed that the complainant has not shown any interest to avail the OTSS 2022. In the interim order, it was also directed to refund of Rs.19553.00 to the complainant by opposite party where the Forum found that the opposite party has yet not submitted the clear picture on refund issue.

In such situation, the Forum has gone through the documents submitted earlier & later on also by both parties in details. After careful observation it is the opinion of the Forum that the penalty issue so raised by the complainant to this Forum will not be entertainable as this Forum is having no authorities to take decision on penalty & its settlement. However, again the complainant is advised to knock the door of Penalty Finalization Authority of TPWODL to resolve the issue or otherwise appear before Electrical Inspector Sambalpur or the Competent Authorities for the same. As observed, the complainant is not interested for New Service Connection hence the opposite party has already been cancelled the same & initiated the process for refund of the deposited amount but yet to confirm to this Forum. However, the refund amount may be adjusted if not refund yet against the outstanding dues of the complainant as not acting to clear the dues & the balance outstanding after revision



to be debited(added) in the another live consumer if any where the complainant is using the power supply at present with reference to Regulation 175 but the opposite party is liable to revise the bill with refence to Regulation 155 for all periods with out restricting the periods for 02years as because the above complainant has applied before the Forum with the Grievance on 10.01.2023 & also appeared time to time with refence to notice of the Forum but delay occurred for Final Order due to laces laying with both parties for submission of documents, discussions etc has happen due to unavoidable causes but the complainant should not be deprived of from getting the benefit as applied in due course where the time was extended with extension of OTSS 2022 up to 31.07.2023 & given the opportunity to the complainant.

**ORDER**

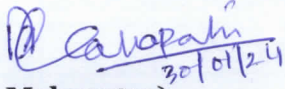
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*





1. The Opposite Party is directed to
  - (a) Revise the bill with refence to Regulation 155 for all periods without restricting the periods for 02years as because the above complainant has applied before the Forum with the Grievance on 10.01.2023 & also appeared time to time with refence to notice of the Forum but delay occurred for Final Order due to laces laying with both parties for submission of documents, discussions etc has happen due to unavoidable causes but the complainant should not be deprived of from getting the benefit as applied in due course where the time was extended with extension of OTSS 2022 up to 31.07.2023 & given the opportunity to the complainant.
  - (b) The penalty issue so raised by the complainant to this Forum will not be entertainable as this Forum is having no authorities to take decision on penalty & its settlement. However, again the complainant is advised to knock the door of Penalty Finalization Authority of TPWODL to resolve the issue or otherwise appear before Electrical Inspector Sambalpur or the Competent Authorities for the same.
  - (c) As the complainant is not interested for New Service Connection hence the opposite party has already been cancelled the same &no need of further new service connection consideration.
  - (d) The process for refund of the deposited amount but yet to confirm. However, the refund amount may be adjusted if not refund yet against the outstanding dues of the complainant as not acting to clear the dues & the balance outstanding after revision to be debited/credited(added/subtracted) in another live consumer if any where the complainant is using the power supply at present with reference to Regulation 175.
2. 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.
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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

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

- Copy to: -** (1) Smt. Sabita Sahu, C/o Sri Mrutyunjaya Sahu, At-Dhankauda, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.)-I Bhutpada, 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:Bhoynagar, 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](http://www.orierc.org) under the "head "Cases-> "GRF".