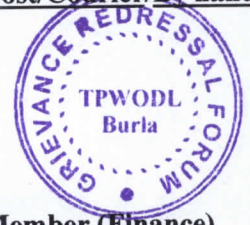


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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/SEED/ (Final Order)/ 1446 (4)

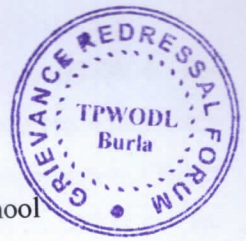
Date: 23/02/2024

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

1	Case No.	BRL/65/2024					
2	Complainant/s`	Name & Address	Consumer No	Contact No.			
		Sri Rakesh Sahu Representative of Sec, G N H S Batemura & Somnath Panda M E School At-Batemura,Dhama Sambalpur	4162-3103-0003 4162-3103-0004	7008504112 7873111878			
3	Respondent/s	S.D.O (E),Dhanupali	Division S.E.E.D, TPWODL, Sambalpur				
4	Date of Application	08.08.2023					
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	08.08.2023					
9	Date of Order	23/02/2024					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	NIL					



Place of Camp: SDO Office Dhanupali, TPWODL



appeared

**For the Complainant-** Sri Rakesh Sahu  
Representative of Sec, G N H S Batemura & Somnath Panda M E School

**For the Respondent -** SDO (Electrical), Dhanupali, TPWODL.

**GRF Case No- BRL/65/2024**

**COMPLAINANT**

Sri Rakesh Sahu  
Representative of Sec, G N H S Batemura & Somnath Panda M E School  
At-Batemura  
Dhama  
Sambalpur  
Consumer No.- 4162-3103-0003  
4162-3103-0004

**VRS**

**OPPOSITE PARTY**

(1) SDO (Electrical), Dhanupali, TPWODL.

**GIST OF THE CASE**

Sri Rakesh Sahu on behalf of Sec, G N H S Batemura & Somnath Panda M E School appeared on Dt. 08.08.2023 at the camp held on SDO Office Dhanupali and submitted a written application wherein he has requested to wave out the pending arrear electric bill.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted a PVR carried on 08.08.2023 wherein it is found that meter status is OK. The meter SI No found to be WHL009934 with CMR 7070KWh with remarks given by the concern authority that connected load (Contract demand) of the consumer is 0.5KW but after verification, the load is found to be 4.69KW. The opposite party has also submitted a written statement & written application of consumer in this case addressing to SDO, Dhanupali, TPWODL of Dt.08.08.2023.

**OBSERVATION**

The case is persued 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 has appeared for consumer No .- 4162-3103-0003 & 4162-3103-0004 of LT-SPP consumers having CD 0.5kw each with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The consumer No 4162-3103-0003 is functioning since 1965 & the consume No 4162-3103-0004 has merged during Sept-2017 as stated by the complainant & confirm by opposite party by filing W/S in SI No 2. The consumer No 4162-3103-0003 is continuing where both M E School, Batemura & G N S H High School are using the power supply. As stated by the complainant the school was in closed position from 17.03.2020 to 26.07.2021 due to Covid-19 pandemic but at the same time also confessed about use of the power supply as declared it as Covid centre by connecting the power supply to the consumer No 4162-3103-0004 as per direction of district administration where it is found that that the Head Masters of the Schools are coming under district administration hence deemed as known to the Head Master and no need of permission thereon required by Dist. Administration due to emergency service to safe the life of human being. The complainant has paid of Rs.35400.00 & Rs.2061.00 on 26.07.2022 & 31.03.2023 respectively for consumer No 4162-3103-0003 & the bill has been stopped since 01.08.2022. Amount of outstanding up to 31.07.2022 was of (-) Rs.2.25- up to billing month June 2022. Meanwhile, the meter SI No



WHL009934 was changed on 28.10.2021 with IMR '0' & MF 1 for consumer No 4162-3103-0004. The complainant again has requested to opposite party to reconnect the power supply of consumer No 4162-3103-0003 where outstanding is showing in consumer No 4162-3103-0004 which is restricted by Regulation 17(i) of OERC. The opposite party has revised the bill for delayed meter updating for the period from Oct-2021 to Oct-2022 (28.10.2021 to 23.10.2022) with KWh reading of 4285 & IMR '0' & bills are going on accordingly thereafter on monthly basis with actual meter reading. The billing for the period from Nov-2020 to Oct-2022 needs rectification by revise the bill with reference to Regulation 155 & PL bills so raised during the period starting from Oct-2004 & in between Oct-2022 after leaving the revision period are required for withdrawal for settlement of the billing dispute.

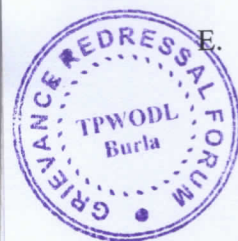
Hence it is the opinion of the Forum that the complainant's complain may be resolved by following the under mentioned instructions

- A. Revise the bill for the period from Nov-2020 to Oct-2022 for consumer number 4162-3103-0004 taking IMR as '0' on 28.10.2021 & FMR as 4285 on 23.11.2022 in reference to consumption recorded in meter SI No WHL009934 & as per regulation 155 of OERC Distribution (Conditions of Supply) Code,2019 with adjustment of revisions earlier made & accordingly debit/credit to be consider for differential amount.
- B. PL bills are to be withdrawn wherever required starting from Oct-2004 to Oct-2022 leaving bill revision periods where actual bills were served after developing PL bills as per applicability which was pending due to constraint in Software system of billing earlier for withdrawal of 02 month PL bills.
- C. The complainant is liable to pay the billing has done during Covid period for using towards Covid centre as per order of District Administration, Govt. Of Odisha. However, the complainant may knock the door of District Administration for release of funds to pay the same to TPWODL.
- D. The complainant pays the outstanding bill stand in the consumer Number after revision for consumer No 4162-3103-0004 on or before 15.03.2024 & after clearance apply for PLD to be done by opposite party observing Departmental Formalities.
- E. The opposite party is supposed to reconnect the power supply of consumer Number 4162-3103-0003 through meter after clearance of outstanding in consumer No 4162-3103-0004 or otherwise transfer the balance outstanding after revision to consumer Number 4162-3103-0003 by declaring PLD consumer Number 4162-3103-0004 on application of 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 for the period from Nov-2020 to Oct-2022 for consumer number 4162-3103-0004 taking IMR as '0' on 28.10.2021 & FMR as 4285 on 23.11.2022 in reference to consumption recorded in meter SI No WHL009934 & as per regulation 155 of OERC Distribution (Conditions of Supply) Code,2019 with adjustment of revisions earlier made & accordingly debit/credit to be consider for differential amount.





- B. PL bills are to be withdrawn wherever required starting from Oct-2004 to Oct-2022 leaving bill revision periods where actual bills were served after developing PL bills as per applicability which was pending due to constraint in Software system of billing earlier for withdrawal of 02 month PL bills.
- C. The complainant is liable to pay the billing has done during Covid period for using towards Covid centre as per order of District Administration, Govt. Of Odisha. However, the complainant may knock the door of District Administration for release of funds to pay the same to TPWODL.
- D. The complainant pays the outstanding bill stand in the consumer Number after revision for consumer No 4162-3103-0004 on or before 15.03.2024 & after clearance apply for PLD to be done by opposite party observing Departmental Formalities.
- E. The opposite party is supposed to reconnect the power supply of consumer Number 4162-3103-0003 through meter after clearance of outstanding in consumer No 4162-3103-0004 or otherwise transfer the balance outstanding after revision to consumer Number 4162-3103-0003 by declaring PLD consumer Number 4162-3103-0004 on application of the complainant.
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. Mallapatra)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to:

(A.P. Sahu)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

A.K. Satapathy  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sri Rakesh Sahu, C/O- Sec, G N H S Batemura & Somnath Panda M E School At-batemura, Dhama, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, 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](http://www.orierc.org) under the "head "Cases-> "GRF". )