



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 2300 12
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 253⁵ Dated, the 22.04.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-74/2024		
2	Complainant/s	Name & Address Sri Jagadish Mishra, At-Narla Road, Po-Sargiguda, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-0251-0144	Contact No.
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions	8. Metering	
		9. New Connection	10. Quality of Supply & GSOP	
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's	
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	
		15. Others (Specify) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others		
8	Date(s) of Hearing	15.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan
22/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri Kamala
22.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
22/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla
Appeared:

1. **For the Complainant** – Sri Jagadish Mishra, At-Narla Road, Po-Sargiguda, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-74/2024

Sri Jagadish Mishra,
At-Narla Road,
Po-Sargiguda,
Ps-Narla,
Dist.-Kalahandi.

Con. No.9034-0251-0144

COMPLAINT

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jagadish Mishra, At- Narla Road, PO-Sargiguda Ps-Narla Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt.15.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 2 KW having consumer No - **9034-0251-0144** under SDO Elect. Narla.
- 2) As complained by the complainant the bill has been raised from 07/2023 to 01/2024 on disconnection period.
- 3) As complained the line has used for domestic purpose but the bill generated in LT/GP category.
- 4) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To withdraw the bill raised during the disconnection period and change the billing category from LT/GP to LT/Dom.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR on dtd. 04.03.2024



- 2) Billing Abstract from February 2001 to January 2024
- 3) Date of supply 01.01.1990
- 4) Category: LT/ Com
- 5) Connected Load 2 KW
- 6) Meter No: TWB648107
- 7) Installed on 10.02.2024 with IMR: "0"
- 8) CMR: "19" Kwh
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per PVR of ESO, Narla the power supply was temporarily disconnected since 01/2023 to 01.02.2024.
 - A huge reading was billed in the month of 10/2023 and abnormal billing was done from 05/2022 to 12/2023.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing. The OP submitted that as per PVR of ESO, Narla the power supply was temporarily disconnected since 01/2023 to 01.02.2024.
- As per billing database abnormal billing was served from 05/2022 to 01/2024.

ORDER

22.04.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To revise the bill from 05/2022 to 01/2024 by taking average six-month consumption of new meter installed on 10.02.2024.
- Regarding change of category from GP to DOM, SDO Narla needs to conduct a field visit to the consumer premises. If all the conditions satisfy, category may be change from GP to DOM observing rules regulation to this effect.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- September -24.

[Signature]
B. NAIK
Co-Opted Member
CRF, Bhawanipatna

[Signature] 22.04.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

[Signature]
R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna



Copy to: -

1. Sri Jagadish Mishra, At- Narla Road, PO- Sargiguda, Ps- Narla, Dist- Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATHA