



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 460⁰⁹ Dated, the 31.07.2024

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-250/2024		
2	Complainant/s	Name & Address Sri Tapindra Goud, Repr. By Sri Chudamani Goud, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1202-0815	Contact No. 94370-77548
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 <u></u>		
8	Date(s) of Hearing	05.06.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Tapindra Goud, Repr. By Sri Chudamani Goud, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-250/2024**

Sri Tapindra Goud,
Repr. By Sri Chudamani Goud,
At/Po-Narla,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9034-1202-0815

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Tapindra Goud, Repr. by Sri Chulamani Goud, AT/Po-Narla, 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. 05.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/G.P. supply with CD of 2 KW having consumer no- **9034-1202-0815** under SDO Elect. Narla.
- 2) As complained by the complainant the power supply was used for domestic purpose since 04/2018 but the bill was generated in GP category.
- 3) 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 revise the tariff & revise bill accordingly.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 10/07/2024
- 2) Bill details from February 2001 to June 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/General Purpose
- 5) Connected Load 2 KW



- 6) Meter No – TWSP51085671
- 7) Installed on 07/12/2023 with IMR: "0"
- 8) CMR: 2645 Kwh as on 10/07/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill.
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per the PVR given by ESO Narla the consumer premises is being use for domestic purpose since April 2018.
 - As the previous meter No. WCV48638 was declared defective and abnormal units was billed during the period 06/2022 to 10/2023.

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 the PVR given by ESO Narla the consumer premises is being use for domestic purpose since April 2018.

ORDER **31.07.2024**

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 change the category from LT/ GP to LT/ DOM August-2024 billing.
- To recalculate the EC bill in domestic tariff from 04/2018 to 06/2022 and from 11/2023 to 07/2024.
- To revise and recalculate the bill from 07/2022 to 11/2023 taking six months average consumption of present meter (i.e., IMR "0" KWH on 07.12.2023 and FMR 2133 on 05/2024) in domestic tariff taking consideration of any adjustment made during this period.

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-August-24


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Tapindra Goud, Repr. By Sri Chudamani Goud, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. EE, KEED, Bhawanipatna.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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 BHAWANIPATNA