



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/ 330^(B)

Dated, the 30.05.2024

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-172/2024		
2	Complainant/s	Name & Address Sri Labanya Sahu, Repr. By Sri Purna Chandra Sahu, At/Po-M. Rampur, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2317-0099	Contact No. 86580-00881
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	<input checked="" type="checkbox"/>
		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	22.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan Kumar Naik
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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

Er. Ranjan Kumar Naik
PRESIDENT
President
GRF, Bhawanipatna



Place of Hearing: Narla
Appeared:

1. **For the Complainant** – Sri Labanya Sahu, Repr. By Sri Purna Chandra Sahu, At/Po-M. Rampur, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
Complaint Case No. BPT-172/2024

Sri Labanya Sahu,
Repr. By Sri Purna Chandra Sahu,
At/Po-M. Rampur,
Ps-M. Rampur,
Dist.-Kalahandi.
Con. No.9034-2317-0099

COMPLAINANT

Sri Kamalesh Kumar Pradhan
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Labanya Sahu, repr. by Purna Chandra Sahu, At/PO-M. Rampur Ps- M. Rampur Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant appeared and submitted during course of hearing at camp court at Narla on dt. 22.03.24, 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 **9034-2317-0099** under SDO Elect. Narla.
- 2) As complained by complainant the electricity used in her premises as LT-/ Domestic, but the bill raised in LT-/GP.
- 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 bill as LT-/Domestic.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR as on 08.05.2024
- 2) Billing Abstract from February 2001 March 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/ General Purpose
- 5) Connected Load 2 KW
- 6) Meter No- WCV48864
- 7) Installed on: 01/01/1990 with IMR: "0"
- 8) CMR: 50409 Kwh
- 9) Meter Status: OK



10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Narla as follows:

- As PVR submitted by ESO, M. Rampur the above consumer is availing the total load of 946 Watt out of that 729 watt is using for Domestic purpose and 217 watt is using for commercial purpose.

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 change of tariff. The OP submitted that As PVR submitted by ESO, M. Rampur the above consumer is availing the total load of 946 Watt out of that 729 watt is using for Domestic purpose and 217 watt is using for commercial purpose.
- As the connected load is 2 KW, the consumer can utilise the 20% of the total connected load for non-domestic purposes like office, consultation chambers and other misc. load as per regulation 138 of OERC supply & distribution code, 2019.
- The tariff was changed from 12/2004 to till date.
- As per billing database the bill revision was done from 04/2018 to 08/2023, effect on dtd. 07.10.2023.

ORDER
30.052024

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:

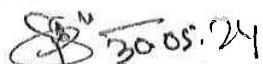
- To serve the bill as LT-/Domestic category from 05/2024.
- To revise the bill from 05/2022 to 04/2024 on LT-/Domestic category.
- To withdraw the earlier bill revision effect on dtd. 07.10.2023.

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- June-24.


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Co-Opted Member
GPF, Bhowanipatna

Grievance Redressal Forum
TPWODL, Bhowanipatna

PRESIDENT
GPF, Bhowanipatna

Copy to:

1. Sri Labanya Sahu, repr. by Purna Chandra Sahu At/PO- M. Rampur, Ps- M. Rampur 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."