



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/ FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 763⁽⁵⁾ Dated, the 16.12.2024

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-442/2024																										
2	Complainant/s	Name & Address Sri Birendra Kumar Negi, Repr. By Sri Sasank Shekhar Negi, At/Po-Maliguda, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9044-4111-0253	Contact No. 82494-48824																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause	3. OERC Conduct of Business) Regulations, 2004; Clause	4. Odisha Grid Code (OGC) Regulation, 2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause	6. Others																		
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8	Date(s) of Hearing	25.11.2024																										
9	Date of Order	16.12.2024																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any	Nil																										

CO- OPTED MEMBER

Co-opted member
GRF, Bhawanipatna

MEMBER (Fin.)

Grievance Redressal Forum
TPWODL Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: GRF Office, Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Birendra Kumar Negi, Repr. By Sri Sasank Shekhar Negi, At/Po-Maliguda, Ps-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-442/2024

Sri Birendra Kumar Negi,
Repr. By Sri Sasank Shekhar Negi,
At/Po-Maliguda,
Ps-Junagarh,
Dist.-Kalahandi.

Con. No. 9044-4111-0253

COMPLAINANT

Sri Deepak Kumar Behera,
SDO Elect. Charbahal,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Birendra Kumar Negi, Repr. By Sri Sasank Shekhar Negi, At/Po-Maliguda, Ps-Junagarh, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.


The complainant has appeared and submitted during course of hearing at camp court at GRF office Bhawanipatna on dt. 25.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 01.50 KW having consumer no- **9044-4111-0253** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the necked wire connection from the transformer to the pole which wrongs directly above residential house.
- 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.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) Photo copy of the AB cable in his premises is attached
- 2) Bill details from: N/A
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic

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- 5) Connected Load 1.50 KW
6) Meter No – TPWODL1115333
7) Installed on: 14/04/2023 IMR “0”
8) CMR: N/A
9) The meter status: Ok
10) As written version submitted by SDO Elect. Charbahal as follows:
- With reference to the subject cited above, the LT line with bare conductor is passing in the premises of Birendra Kumar Negi vide cons. no- 9044-4111-0253 of Maliguda village. Now conversion of bare conductor to AB cable in LT line work is under progress in this Maliguda village and the conversion of AB cable work is done in the said premises with proper safety. The power supply in AB cable will be energized of Maliguda village till 15/12/2024 and bare conductor will be dismantled. The photo copy of the AB cable in the premises is attached.

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 OP submitted that with reference to the subject cited above, the LT line with bare conductor is passing in the premises of Birendra Kumar Negi vide cons. no- 9044-4111-0253 of Maliguda village. Now conversion of bare conductor to AB cable in LT line work is under progress in this Maliguda village and the conversion of AB cable work is done in the said premises with proper safety. The power supply in AB cable will be energized of Maliguda village till 15/12/2024 and bare conductor will be dismantled. The photo copy of the AB cable in the premises is attached.

ORDER

16.12.2024

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 receive satisfaction letter from the complainant after completion of conversion work.

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-December-24


B. NAIK
Co-Opted Member

Co-opted member
GRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Birendra Kumar Negi, Repr. By Sri Sasank Shekhar Negi, At/Po-Maliguda, Ps-Junagarh, Dist.-Kalahandi.
2. SDO Elect. Charbahal. 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."