



## 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/ 163<sup>(5)</sup>

Dated, the 19.03.2024

**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-35/2024		
2	Complainant/s	Name & Address Sri Sebakram Ahir, At-Rengabahal Po-Darlipada, Ps-Komna, Dist-Nuapada.	Consumer No 9060-0101-2162	Contact No. 97778-20726
3	Respondent/s	Name Sri Akshya Kumar Samal i/c A.M(F&C), Repr. For Sri Sambit Kumar Nanda, EE NED, Nuapada, TPWODL.	Division Nuapada 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		
8	Date(s) of Hearing	19.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*19/3/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*19.03.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*19.03.24*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Nuapada

**Appeared:**

1. **For the Complainant** – Sri Sebakram Ahir, At-Rengabahal Po-Darlipada, Ps-Komna, Dist-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal i/c A.M(F&C), Repr. For Sri Sambit Kumar Nanda, EE NED, Nuapada, TPWODL.

**Complaint Case No. BPT-35/2024**

Sri Sebakram Ahir,  
At-Rengabahal  
Po-Darlipada,  
Ps-Komna,  
Dist-Nuapada.  
Con. No. 9060-0101-2162

COMPLAINT

Sri Akshya Kumar Samal i/c A.M(F&C),  
Repr. For Sri Sambit Kumar Nanda  
EE NED, Nuapada,  
TPWODL.

-Versus-

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sebakram Ahir AT-Rengabahal. P.O- Darlipada, Ps-Komna, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt.19.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ IRR supply with CD of 3 KW having consumer No. 9060-0101-2162 under EE NED, Nuapada.
- 2) 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 excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (EE, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from October 2019 to December 2023
- 3) Date of supply 01-May-2016
- 4) Category: LT/ IRRIGATION PUMPING AND AGGRICULTURE



- 5) Connected Load: 3 KW
- 6) Meter No- WC121077
- 7) Installed on: NA
- 8) CMR: NA
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by EE, NED, Nuapada as follows:
  - The consumer has paid the disconnection fees on dtd. 20.06.2017, but the bill still continuing.

#### 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 stated that the consumer has paid the disconnection fees on dtd. 20.06.2017, but the bill still continuing.
- As per billing database a bill revision towards Metered Agriculture High Units Reversed effect on Dt. 31-03-2023.

#### ORDER 19.03.2024

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 withdraw the bill from 06/2017 to 02/2024.
- To withdraw the bill revision has effect on dtd. 31.03.2023.
- The complainant is directed to pay the arrear bill till 05/2017, and if wish to continue the same power supply to the same premises, to pay the requisite reconnection fees along with fix charges from 06/2017 to till date of reconnection.

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- April-24.

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

  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

1. Sri Sebakram Ahir, AT-Rengabahal, P.O- Darlipada, Ps-Komna, Dist-Kalahandi.
2. EE NED, Nuapada, 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.”**