



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/ 9009 Dated, the 31.01.2025

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-25/2025																										
2	Complainant/s	Name & Address Sri Krushna Hati, Repr. By Sri Narsingh Hati, At-Kalimati, Po-Nuagaon, Ps-Komna, Dist.-Nuapada.	Consumer No 9060-0101-2334	Contact No. 76848-33187																								
3	Respondent/s	Name Sri Akshaya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.	Division Nuapada 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	17.01.2025																										
9	Date of Order	31.01.2025																										
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.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Krushna Hati, Repr. By Sri Narsingh Hati, At-Kalimati, Po-Nuagaon, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-25/2025

Sri Krushna Hati,
Repr. By Sri Narsingh Hati,
At-Kalimati, Po-Nuagaon,
Ps-Komna,
Dist.-Nuapada.

Con. No. 9060-0101-2334

COMPLAINANT

Sri Akshaya Kumar Samal (JFM),
Repr. For Sri Sukhyat Dev Parida
SDO Elect. Khariar Road,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Krushna Hati Repr. by Sri Narsingha Hati, At- Kalimati, Po- Nuagaon, Ps- Komna, Dist- Nuapada 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. 17.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 3 KW having consumer no- **9060-0101-2334** under EE, NED Nuapada.
- 2) As complained by the complainant that the bill was served from 08/2018 to 08/2023 without not availing power supply.
- 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 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) Smart meter installation/Replacement protocol sheet
- 2) Bill details from: 09/2016 to 12/2024



- 3) Date of supply: 25/0/2016
- 4) Category: LT/Irrigation
- 5) Connected Load 3 KW
- 6) Meter No – 10056052
- 7) Installed on: 08/12/2023
- 8) CMR: Meter Defective
- 9) The meter status:
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED Nuapada as follows:
 - The consumer complaint against provisional billing up to 11/2023 during the motor theft period from 08/2018 to 08/2023 billing month vide letter no 4 date.06.01.2025 of Junior Engineer LI section Nuapada consumer requested to consider his provisional billing for rectification of his bill amount.

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 the consumer complaint against provisional billing up to 11/2023 during the motor theft period from 08/2018 to 08/2023 billing month vide letter no 4 dtd. 06.01.2025 of Junior Engineer LI section Nuapada consumer requested to consider his provisional billing for rectification of his bill amount.
- The consumer complaint to collector, Nuapada to resolve the complaint on dt.16.02.2024 and collector has directed to TPWODL verify and resolve the issue and report compliance. The JE LI section Nuapada has intimated that the borewell point was not operating and found defunct from 08/2018 to 08/2023 due to theft of motor vide letter no.4 dt.06.01.2025.
- As per billing database provisional bill was served from 08/2016 to 04/2023, and line was disconnected from 05/2023 to 11/2023.

ORDER

31.01.2025

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 08/2018 to 08/2023 (excluding fixed charges) due to power supply was not availed.
- The complainant is directed to pay the balance outstanding arrear along with fixed charges as per regulation of OERC.

The case is disposed of accordingly.



Compliance report must be submitted to the Forum by February-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-February-25


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Krushna Hati Repr. by Sri Narsingha Hati, At- Kalimati, Po- Nuagaon, Ps- Komna, Dist- Nuapada.
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."