



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/ 597^(S)

Dated, the 09.10.2024

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-307/2024																										
2	Complainant/s	Name & Address Sri Jayalal Chandrakar, Repr. By Sri Kamalesh Chandrakar, At/Po-Khariar Road Ward No-5, Ps-Jonk, Dist.-Nuapada.	Consumer No 9060-0101-2845	Contact No. 96658-84796																								
3	Respondent/s	Name Sri Akshaya Kumar Samal JFM, Repr. For Sri S. D. 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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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8	Date(s) of Hearing	25.07.2024																										
9	Date of Order	09.10.2024																										
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.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar

Appeared:

1. **For the Complainant** – Sri Jayalal Chandrakar, Repr. By Sri Kamalesh Chandrakar, At/Po-Khariar Road Ward No-5, Ps-Jonk, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal JFM, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-307/2024

Sri Jayalal Chandrakar,
Repr. By Sri Kamalesh Chandrakar,
At/Po-Khariar Road Ward No-5,
Ps-Jonk,
Dist.-Nuapada.

Con. No. 9060-0101-2845

COMPLAINANT

Sri Akshaya Kumar Samal JFM,
Repr. For Sri S. D. Parida,
EE, NED, Nuapada, TPWODL

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jayalal Chandrakar repr. by Sri Kamlesh Chandrakar, AT/Po- Khariar Road, Ward-5, Ps- Jonk, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar on dt. 25.07.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 2 KW having consumer no- 9060-0101-2845 under EE, NED, Nuapada.
- 2) As complained by the complainant the provisional/abnormal bill was raised from 11/2022 to 08/2023.
- 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 provisional/abnormal 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: 03/09/2024
- 2) Bill details from July 2017 to June 2024
- 3) Date of supply 18/07/2017
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2 KW
- 6) Meter No – WESCO9171479
- 7) Installed on N/A
- 8) CMR: N/A
- 9) The meter status: No meter at the site
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by EE, NED, Nuapada as follows:

- The consumer has complained the provisional billing and requested for bill revision on actual billing. But as per verification report of SDO Khariar Road, bore point has no power supply and no meter.
- As statement submitted by SDO Khariar Road on dtd.08.10.2024 that as per verification of agriculture point of the consumer no. 906001012845 at Beltukuri it is found that there is no connection in that point, again verify the LM.B, Sri Bhima Kanta Majhi and neighbour consumers and local sarpanch the supply had disconnected on 29.04.2021 due to enforcement case, but till now not connected.

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 has complained the provisional billing and requested for bill revision on actual billing. But as per verification report of SDO Khariar Road, bore point has no power supply and no meter.
- As statement submitted by SDO Khariar Road on dtd.08.10.2024 that as per verification of agriculture point of the consumer no. 906001012845 at Beltukuri it is found that there is no connection in that point, again verify the LM.B, Sri Bhima Kanta Majhi and neighbour consumers and local sarpanch the supply had disconnected on 29.04.2021 due to enforcement case, but till now not connected.
- As per billing database provisional bill was raised from 07/2017 to 06/2024, and provisional adjustment was considered in 03/2020.



ORDER
09.10.2024

Based on the 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 05/2021 to 06/2024 and restore the power supply to the consumer premises along with reconnection fee as appropriate and install a new meter.
- The complaint is directed to pay the arrear bill upto 04/2021.

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-October-24

Recd
9.10.24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna
Copy to:-

Su
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

9.10.24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Jayalal Chandrakar, Repr. by Sri Kamlesh Chandrakar, AT/Po- Khariar Road, Ward-5, Ps- Jonk, 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."