



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

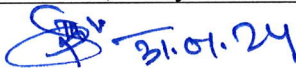
BENCH:

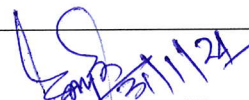
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/_____ Dated, the _____

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 126 /2023		
2	Complainant/s	Name & Address Sri Paradesi Majhi, At- Dhanara, P.O- Kuliabandha, P.S-Beltukri, Dist.- Nuapada.	Consumer No 9060-0101-5023	Contact No. 63702-56001
3	Respondent/s	Name Sri Akshya Kumar Samal, 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	√
		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) 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		
8	Date(s) of Hearing	08.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Paradesi Majhi, At- Dhanara, P.O-Kuliabandha, P.S-Beltukri, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

Complaint Case No. 126/2023

Sri Paradesi Majhi,
At- Dhanara,
P.O-Kuliabandha
P.S-Beltukri,
Dist.-Nuapada
Con. No. 9060-0101-5023

COMPLAINANT

-Versus-

Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda,
EE, NED, Nuapada,
TPWODL,

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The Complainant Sri Pardesi Majhi appeared before the Forum during the camp court held at Khariar Road on dt. 08/11/2023 for waive off false billing done for the period Sept-2020 to August-2021 when the borewell was in defunct condition i.e. collapsed as certified by AE L.I. Subdivision Nuapada.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding false billing during the borewell collapsed period i.e. from Sept-2020 to August-2021, when the supply was not affected to borewell points. **Consumer has submitted a certificate to this effect from AE L.I. Subdivision Nuapada.** He requested to waive off the bill for the said period.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (JFM F&C NED Nuapada) has submitted the following documents:

- a) A written Statement, stated that:
 - The date of power supply is 01/09/2020.
 - Category is LT/Irrigation pumping and agriculture.
 - Connected load is 3.0 KW.
 - Meter no is TPU018033 with IMR 1 Kwh.



- The consumer was billed on average basis from September-2020 to August-2021.
 - Meter was changed during March-2022.
 - Present status of consumer is LD.
- b) PVR Dtd. 03/01/2024 was submitted by MRT Subdivision mentioning meter no. as TPU018033 and reading can't be taken due to no supply.

OBSERVATIONS OF THE FORUM

From the database & statement as submitted by JFM (F&C), NED, and document submitted by consumer, the Forum observed that without affecting power supply to the borewell point, bill was generated on load factor basis from September-2020 to August-2021 as the agreement was executed on September-2020. As the borewell was in collapsed condition and power supply was not given, the load factor bills for the period to be withdrawn. The consumer was also aggrieved for load factor bills served to him during which borewell point was not charged. So, load factor bills need to be withdrawn.

ORDER **31.01.2024**

Based on the above observations, the Forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


Direction of Forum:

To withdraw the load factor bill from September-2020 to August-2021 claiming the fix charge only for the same period.

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- February-24.


31.01.24
K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


31/1/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Pardesi Majhi, At: Dhanara, Po: Kuliabandha, Dist.-Nuapada.
2. EE, NED, TPWODL, Nuapada.
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.”



Faint, illegible text or markings in the lower left quadrant of the page.

Faint, illegible text or markings in the lower right quadrant of the page.

Member (P...)
Off. Director