

# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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## BENCH:

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

Memo No. GRF/BPT/Order/ 527<sup>(S)</sup>

Dated, the 31.08.2024

**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-308/2024																										
2	Complainant/s	Name & Address The President Duajhar P.P, Repr. By Sri Farid Khan, At/Po-Duajhar, Ps-Khariar, Dist.-Nuapada.	Consumer No 9060-0102-0236	Contact No. 98534-49550																								
3	Respondent/s	Name Sri Nanda Kumar Nag, SDO Elect. Khariar, 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	31.08.2024																										
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 – The President Duajhar P.P, Repr. By Sri Farid Khan, At/Po- Duajhar, Ps-Khariar, Dist.-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.

**Complaint Case No. BPT-308/2024**

The President Duajhar P.P,  
Repr. By Sri Farid Khan,  
At/Po-Duajhar,  
Ps-Khariar,  
Dist.-Nuapada.

Con. No. 9060-0102-0236

**COMPLAINANT**

Sri Nanda Kumar Nag,  
SDO Elect. Khariar  
Repr. For Sri S. D. Parida,  
EE, NED, Nuapada, TPWODL

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer The President, Duajhar Pani Panchayat, AT/Po- Duajhar, Ps- Khariar, 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 9 KW having consumer no- 9060-0102-0236 under EE, NED, Nuapada.
- 2) The LI point Duajhar Pani Panchayat was damaged due to thundering and lightening so the consumer has not avail the 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) PVR: 23/08/2024

- 2) Bill details from December 2010 to April 2024
- 3) Date of supply 27/07/2008
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 9 KW
- 6) Meter No – 10051141
- 7) Installed on March 2024
- 8) CMR: 348 KWH 23/08/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

As written version submitted by EE, NED, Nuapada as follows:

- The consumer has complained the billing dues that has been raised from July 2008 to April 2024 and requested for waive off his dues for this above mention period. Dues have been accumulated through provisional billing during this period. As per the office of the JE, LI elect. Section Khariar consumer has availed power supply on dt. 16/04/2024. Consumer is bill stopped in the system from April 2024.

**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 during supply disconnected period.
- The OP stated that the consumer has complained the billing dues that has been raised from July 2008 to April 2024 without power supply and requested for waive off his dues for this above mention period. Dues have been accumulated through provisional billing during this period.
- As per the office of the JE, LI elect. Section Khariar consumer has availed power supply on dt. 16/04/2024. Consumer is bill stopped in the system from April 2024.
- The JE LI section II Khariar has intimated that the LI was defund from July 2008 to March 2024. As it has been energised and handed over to TPWODL, on dt. 16/04/2024 vide latter no. 92 date-01/08/2024.

**ORDER**

**31.08.2024**

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 amount excluded the fixed charges from July 2008 to March 2024 as the consumer has not availed the power supply.

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-September-24**

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

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

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. The President, Duajhar Pani Panchayat, AT/Po- Duajhar, Ps- Khariar, 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."**