



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/ 173⁽⁵⁾ Dated, the 30-03-2024

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-50/2024		
2	Complainant/s	Name & Address The President, Nandigaon II P.P, Repr. By Sri Gualu Sunani At-Nandigaon, Po- Ghantiguda, Ps-Sinapali, Dist-Nuapada.	Consumer No 9060-0102-0436	Contact No. 91789-42814
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	✓
		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 <u></u>		
8	Date(s) of Hearing	24.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar

Appeared:

1. **For the Complainant** – The President, Nandigaon II P.P, Repr. By Sri Gualu Sunani At-Nandigaon, Po-Ghantiguda, Ps-Sinapali, 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-50/2024

The President, Nandigaon II P.P,
Repr. By Sri Gualu Sunani
At-Nandigaon,
Po-Ghantiguda,
Ps-Sinapali,
Dist-Nuapada.

Con. No. 9060-0102-0436

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 The President, Nandigaon II P P, Repr. By Sri Gualu Sunani, AT- Nandigaon. P.O- Ghantiguda 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.24.01.2024, in brief as follows:

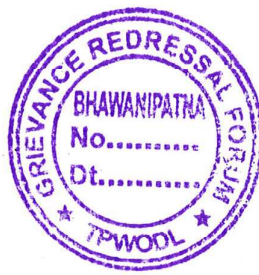
- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 9.5 KW having consumer no. 9060-0102-0436 under EE NED, Nuapada.
- 2) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the provisional/average 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) Bill details from January 2020 to February 2022
- 3) Date of supply: 24.01.2020
- 4) Category: LT/ Irrigation
- 5) Connected Load: 9.5 KW
- 6) Meter No- 10041541
- 7) Installed on: 10.08.2023 with IMR: "0"
- 8) CMR: NA as on 09.02.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by EE NED, Nuapada as follows:
 - The provisional/average bill was served from 01/2020 to 12/2023.
 - The power supply has disconnected since long.
 - As per billing database the meter was changed on Dtd. 10.08.2023, but as per physical verification report of MRT on dtd. 09.02.2024 there is no meter found at site.

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 provisional/average bill was served from 01/2020 to 12/2023. And the power supply has disconnected since long.
- As per billing database the meter was changed on Dtd. 10.08.2023, but as per physical verification report of MRT on dtd. 09.02.2024 there is no meter found at site.

ORDER
30.03.2024

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 install a new meter in the premises of complainant and reconnect the power supply after obtaining requisite reconnection fees.
- To revise the bill from 03/2022 to 02/2024 by taking one-year average consumption of new meter.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Conditions of Supply) Code, 2019.

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- December-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: -

3. The President, Nandigaon II P P, Repr. By Sri Gualu Sunani, AT- Nandigaon, P.O- Ghaniguda, Dist- Nuapada.
4. EE NED, Nuapada, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”