



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

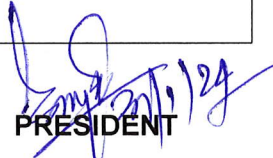
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

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

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

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|----|--|--|--|----------------------------|
| 1 | Case No. | Complaint Case No. 117 /2023 | | |
| 2 | Complainant/s | Name & Address Sarpanch Kendubhara, Repr. By Udhava Chandra Majhi, At-Kendubhara, P.O-Kendubhara, P.S-Nuapada, Dist.-Nuapada. | Consumer No 9060-0107-0222 | Contact No. 93488-83202 |
| 3 | Respondent/s | Name Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, 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 | 07.11.2023 | | |
| 9 | Date of Order | 31.01.2024 | | |
| 10 | Order in favour of | Complainant | ✓ Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |


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


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

For the Complainant – Sarpanch Kendubhara, Repr. By Udhaba Chandra Majhi, At-Kendubhara, P.O-Kendubhara, P.S-Nuapada, Dist.-Nuapada.

For the Respondent – Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, TPWODL.

Complaint Case No. 117/2023

Sarpanch Kendubhara, Repr. By Udhaba Chandra Majhi,
At-Kendubhara,
P.O-Kendubhara,
P.S-Nuapada,
Dist.-Kalahandi.
Con. No. 9060-0107-0222

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sarpanch Kendubhara represented by Udhab Chandra Majhi, At: Kendubhara, Po- Nuapada, Dist. Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for billing dispute of his LT/PWW supply with CD of 6 KW having consumer No. **9060-0107-0222** under EE, 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 withdraw the fix charges from the bill.



SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Billing abstract from December-2014 to December-2023.
- 2) PVR
- 3) Category: LT/ PWW
- 4) Connected Load: 6 KW
- 5) Date of Power Supply: 14.03.2019
- 6) Meter No: 10027525
- 7) Installed on: 15.12.2022
- 8) CMR: 22171 Kwh on dtd. 08.01.2024
- 9) Fact of the Complainant: The consumer is complaining about the fix charges levied in his billing.
- 10) As per written version submitted by EE, NED, Nuapada that,
 - The consumer is a PWS consumer with a load of 3 KW.
 - The consumer was billed on provisional basis from 04/2019 to 08/2019, 05/2021 to 11/2021 and 01/2022 to 11/2022.
 - The consumer was billed 45418 unit during the month of 11/2022.

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:

- 1) The complainant reiterated for fix charges levied on his billing. The OP submitted that the consumer was billed on provisional basis from 04/2019 to 08/2019, 05/2021 to 11/2021 and 01/2022 to 11/2022.
- 2) The consumer was billed 45418 unit during the month of 11/2022.
- 3) The consumer has charged fixed demand charges as applicable to HT category consumer although the consumer is LT category.

ORDER

31.01.2024

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 transformer loss (if charged) and revise the fix charges from bill from March-2019 to February-2023 which was charged as applicable to HT category

consumer although the consumer is LT category, and levy the fix charges as applicable to LT consumer.

- To revise the bill by way of recasting from the date of p/s (i.e. from 03/2019 to 11/2022) by taking IMR "0" Kwh on 03/2019 and FMR "40987" Kwh and take all adjustment in account.

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- February-24.

 21.01.24

**K.K. PATTNAIK
MEMBER (Fin.)**

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



**R.K. NAIK
PRESIDENT**

**PRESIDENT
GRF, Bhawanipatna**

Copy to: -

1. Sarpanch Kendubhara represented by Udhab Chandra Majhi, At: Kendubhara, Po- Nuapada, 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."