



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)

1	Case No.	Complaint Case No. 121/2023		
2	Complainant/s	Name & Address Sarpanch Konabira GP, Repr. By Gokul Naik, At-Konabira, P.O-Konabira, P.S-Nuapada, Dist.-Nuapada.	Consumer No 9060-0107-0232	Contact No. 63709-44456
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	<input checked="" type="checkbox"/>
		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 <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: Nuapada

Appeared:

For the Complainant – Sarpanch Konabira GP, Repr. By Gokul Naik, At-Konabira, P.O-Konabira, 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. 121/2023

Sarpanch Konabira GP, Repr. By Gokul Naik
At-Konabira,
P.O- Konabira,
P.S-Nuapada,
Dist.-Nuapada.
Con. No. 9060-0107-0232

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 Konabira represented by Sri Gokul Naik, At: Konabira, 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 8 KW having consumer No. **9060-0107-0232** 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: 8 KW
- 5) Date of Power Supply: 22.04.2019
- 6) Meter No: 10026162
- 7) Installed on: 06.05.2023
- 8) CMR: 31250 Kwh on date. 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 8 KW.
 - The consumer was billed on provisional basis from 05/2021 to 04/2023.
 - The consumer was billed 148881 units during the month of 04/2023.

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 05/2021 to 04/2023.
- 2) The consumer was billed 148881 units during the month of 04/2023.
- 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 April-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 04/2019 and FMR "152976" 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.


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sarpanch Konabira GP represented by Gokul Naik, At: Konabira, Po- Konabira, 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."