



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/ 182(S) 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-39/2024		
2	Complainant/s	Name & Address Sri Lalmohan Singh Repr. By Sri Mohammad Salim, At-Market Complex Near Post Office, Po-Nuapada, Ps-Nuapada, Dist-Nuapada.	Consumer No 9062-3103-0036	Contact No. 91785-05254
3	Respondent/s	Name Sri Abinash Biswal, SDO Elect. 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		
8	Date(s) of Hearing	19.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Lalmohan Singh Repr. By Sri Mohammad Salim, At-Market Complex Near Post Office, Po-Nuapada, Ps-Nuapada, Dist-Nuapada.
2. **For the Respondent** – Sri Abinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-39/2024

Sri Lalmohan Singh
Repr. By Sri Mohammad Salim,
At-Market Complex Near Post Office,
Po-Nuapada, Ps-Nuapada,
Dist-Nuapada.

Con. No. 9062-3103-0036

COMPLAINT

Sri Abinash Biswal
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Lalmohan Sing, Repr. By Sri Mohammad Salim AT- Market Complex Near Post Office. P.O- -Nuapada Dist- Nuapada. under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at - Nuapada on dt.19.01.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 1 KW having consumer No. **9062-3103-0036** under SDO Elect. 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.0101-5503

The complainant has prayed for:
To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from *March-2003* to December 2023
- 3) Date of supply: 12-Oct-2000
- 4) Category: LT/ GP
- 5) Connected Load: 1 KW
- 6) Meter No- TW02073974

- 7) Installed on: 08.05.2023 with IMR: "0" KwH
8) CMR: 1975 KwH on 05.02.2024.
9) Facts of the complainant: Revision of bill
10) As written version submitted by SDO Elect. Nuapada as follows:
- Average/Provisional bill was served to consumer from 09/2006 to 03/2023.
 - The power supply of the premises was disconnected due to demolished of the building.



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 submitted that the Average/Provisional bill was served to consumer from 09/2006 to 03/2023. And the power supply of the premises was disconnected due to demolished of the building.
- As per billing database the provisional/average bill was served from 11/2012 to 03/2023.

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 withdraw the bill (EC, ED, DPS and other charges (if any) only fix charges to be claimed from 06/16 to 02/22.

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- April-24.


B. NAIK
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. Sri Lalmohan Sing Repr. By Sri Mohammad Salim, At-Market Complex Near Post Office, P.O-Nuapada, Dist- Nuapada.
2. SDO Elect., 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."