



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/ 383^G Dated, the 11.06.2024

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-209/2024		
2	Complainant/s	Name & Address Sri Alok Kumar Dhal, At/Po-Nuapada, Ps-Nuapada, Dist.-Nuapada.	Consumer No 9062-3103-1015	Contact No. 99381-22223
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.	Division Nuapada Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	√
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	25.04.2024		
9	Date of Order	11.06.2024		
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 Alok Kumar Dhal, At/Po-Nuapada, Ps-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-209/2024

Sri Alok Kumar Dhal,
At/Po-Nuapada,
Ps-Nuapada,
Dist.-Nuapada.

Con. No.9062-3103-1015

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Alok Kumar Dhal, At- Nuapada, P.O- Nuapada, Ps- 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. 25.04.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ General Purpose supply with CD of 0.40 KW having consumer No. **9062-3103-1015** under SDO Elect. Nuapada.
- 2) As complained by the complainant the false bill was raised from 08/2018 to 09/2022 after demolish of house.
- 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 (SDO Elect. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from January 2015 to September 2022
- 3) Date of supply 29/01/2015
- 4) Category: LT/ General purpose



- 5) Connected Load 1 KW
- 6) Meter No- LW559156
- 7) Installed on: 06/02/2021 with IMR: "0"
- 8) CMR: NA
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Nuapada. as follows:
 - The average bill was raised for the period 08/2018 to 09/2022 due to the premises has been demolished for widening of road (Biju express way).

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 false billing. The OP submitted that the average bill was raised for the period 08/2018 to 09/2022 due to the premises has been demolished for widening of road (Biju express way).
- The notice of demolition of Executive Officer, NAC, Nuapada has been attached.

ORDER
11.06.2024

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 from 08/2018 to 09/2022.
- The complainant is directed to clear all the O/S dues till date after withdrawal of the false billing during the premises demolished period.

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- July-24.

Probed 11/6/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

11.06.24
K.K. PATNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

11/6/24
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to:

1. Sri Alok Kumar Dhal, At- Nuapada, P.O- Nuapada, Ps- 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."