



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/ 323⁽⁶⁾ Dated, the 30.05.2024

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-121/2024		
2	Complainant/s	Name & Address Sri Maniram Soni, Repr.By Smt Kaikeyi Soni, At/Po-Tanwat, Ps-Nuapada, Dist.-Nuapada.	Consumer No 9062-3106-4246	Contact No. 78942-43212
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	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 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	13.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan Kumar Naik
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri Kamala Kanta Pattnaik
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Er. Ranjan Kumar Naik
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Maniram Soni, Repr. By Smt Kaikeyi Soni, At/Po-Tanwat, Ps-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.
Complaint Case No. BPT-121/2024

Sri Maniram Soni,
Repr. by Smt Kaikeyi Soni,
At/Po-Tanwat, Ps-Nuapada,
Dist.-Nuapada.
Con. No. **9062-3106-4246**

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Maniram Soni, Repr. By Smt Kaikeyi Soni At/PO-Tanwat, Ps- Nuapadas 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. 13.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 1 kw having consumer No **9062-3106-4246** under SDO Elect. Nuapada.
- 2) As complained by the complainant the bill was raised in GP category instead of domestic purpose. And bill was raised during disconnection period.
- 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 withdraw the bill was raised during disconnection period & revise the tariff.

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 2001 to March 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/ General Purpose
- 5) Connected Load 1KW



- 6) Meter No- 1816536
- 7) Installed on: NA
- 8) CMR: NA
- 9) Status: No Meter
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
 - The consumer has availed the power supply on domestic purpose instead of GP tariff for the period from 03/2014 to 08/2018. After that the power supply has been disconnected from 09/2018 to 02/2024.

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 consumer has availed the power supply on domestic purpose instead of GP tariff for the period from 03/2018. After that the power supply has been disconnected from 09/2018/ to 02/2024.
- As per billing database the provisional/average bill was served from 02/2014 to till date.

ORDER
30.05.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

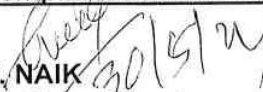
The OP is directed as follows:


- To revise the bill as LT-Domestic category from LT-GP from 09/2016 to 08/2018.
- To withdraw the bill from 09/2018 to 04/2024 and claim the fixed charges only till availing power supply with appropriate reconnection charges.
- The complainant is directed to pay the balance arrear as per regulation 144 of OERC distribution 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- July 2024.


B. NAIK
Co-Opted Member
CRF, Bhamanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhamanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhamanipatna



Copy to: -

1. Sri Maniram Soni, Repr. by Kaikeyi Soni At/PO- Tanwat, 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.”

GRF BHAWANIPATNA