



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

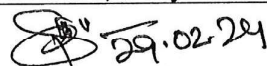
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 124<sup>(5)</sup>

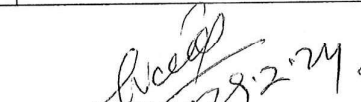
Dated, the 29.02.2024

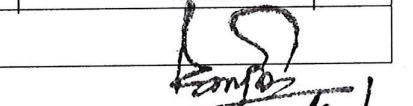
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 238/2023		
2	Complainant/s	Name & Address The Saroj Kumar Sahoo, At-Udyanbara, Po-Kureswar, Dist-Nuapada.	Consumer No 9062-3205-0513	Contact No. 91783-56574
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	<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) <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	20.12.2023		
9	Date of Order	29.02.2024		
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

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
Co-Opted Member  
GRF, Bhawanipatna  
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PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: Nuapada**

**Appeared:**

1. **For the Complainant** – Sri Saroj Kumar Sahoo, At-Udyanbara, Po-Kureswar, Dist-Nuapada.
2. **For the Respondent** – Sri Abinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. 238/2023**

Sri Saroj Kumar Sahoo,  
At-Udyanbara,  
Po-Kureswar,  
Dist-Nuapada.

**COMPLAINANT**

**Con. No. 9062-3205-0513**

**-Versus-**

Sri Abinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Saroj Kumar Sahu AT- Udyanbandh, P.O- Kureswar Dist-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at Nuapada on dtd. 20.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his general purpose (commercial) supply with CD of 3 KW having consumer No. - **9062-3205-0513** 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.

The complainant has prayed for:

To change of category from G.P(Commercial) to Domestic.

**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 July 2008 to December 2023.
- 3) Date of supply: 18.03.2008
- 4) Category: General Purpose (Commercial)



- 5) Connected Load: 3 KW
- 6) Meter: WLT060025
- 7) Installed on:
- 8) CMR: 22481
- 9) Facts of the complainant: Change the tariff from general purpose to domestic.
- 10) As per written version submitted by SDO Elect. Nuapada stated as follows:
  - As per PVR report of JE, Komna on dtd. 05.02.2024 the consumer is availing power supply for Domestic purpose only.

**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 change of category from general purpose (commercial) to domestic. The OP submitted that as per PVR report of JE, Komna on dtd. 05.02.2024 the consumer is availing power supply for Domestic purpose only.
- As per billing database the tariff of the complainant was changed on 11/2020.

**ORDER**

**29.02.2024**

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 change the category from LT/ General purpose (commercial) to LT/ Domestic and revise the bill accordingly from 11/2020 to till change of the category.

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- March - 2024.**

*Receipt*  
B. NAIK 29.2.24  
CO-OPTED MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*29.02.24*  
K.K. PATTNAIK  
MEMBER (Fin.)  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*29/02/24*  
R.R. NAIK  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

1. Sri Saroj Kumar Sahu AT- Udyanbandh, P.O- Kureswar Dist- Nuapada .M. No 9178356574
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.”