



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 677⁽⁶⁾ Dated, the 07-11-2024

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-398/2024																										
2	Complainant/s	Name & Address Sri Nabakishor Thakur, Repr. By Sri Sadhan Kumar Thakur, At-Ghotsar, Po-Kureswar, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3207-0908	Contact No. 99370-51433																								
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-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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6. Others																												
8	Date(s) of Hearing	25.09.2024																										
9	Date of Order	07.11.2024																										
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 Nabakishor Thakur, Repr. By Sri Sadhan Kumar Thakur, At-Ghotsar, Po-Kureswar, Ps-Komna, Dist.-Nuapada.
 2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.
- Complaint Case No. BPT-398/2024**

Sri Nabakishor Thakur,
Repr. By Sri Sadhan Kumar Thakur,
At-Ghotsar, Po-Kureswar,
Ps-Komna,
Dist.-Nuapada.

Con. No. 9062-3207-0908

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Nabakishor Thakur, Repr. by Sri Sadhan Kumar Thakur, At- Ghotsar, Po- Kureswar, Ps- Komna, 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. 25.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 2 KW having consumer no- **9062-3207-0908** under SDO Elect. Nuapada.
- 2) As complained by the complainant the provisional bill has served though the meter was running and I have used the electricity in my 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: 22/10/2024
- 2) Bill details from: 10/2017 to 08/2024



- 3) Date of supply: 13/09/2017
- 4) Category: LT/General Purpose
- 5) Connected Load 2 KW
- 6) Meter No – 302149
- 7) Installed on: 13/09/2017 with IMR: "0"
- 8) CMR: 474 Kwh as on 22/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
 - Provisional bill generated from 06/2021 to 05/2023. Which is higher as compare to actual meter reading. Also change the tariff from 08/2024 from general purpose to domestic purpose.

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 Provisional bill generated from 06/2021 to 05/2023. Which is higher as compare to actual meter reading. Also change the tariff from 08/2024 from general purpose to domestic purpose.

ORDER

07.11.2024

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 recast the bill from 09/2017 to 07/2024 by taking IMR "0" KWH on 09/2017 and FMR "460" KWH on 07/2024.
- To change the category general purpose to domestic with effect from 08/2024 as the consumer is availing power supply for domestic purpose. He has to deposit the appropriate amount towards security deposit.

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-December-24


B. NAIK
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Nabakishor Thakur, Repr. by Sri Sadhan Kumar Thakur, At- Ghotsar, Po- Kureswar, Ps- Komna, Dist- Nuapada.
2. SDO Elect. Nuapada. TPWODL
3. EE, NED, Nuapada, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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."