



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/ 975

Dated, the 29.03.2025

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-181/2025																			
2	Complainant/s	Name & Address Sri Birabara Bhoi, Repr. By Sri Ashok Bhoi, At-Kumutimunda, Po-Jagrahi, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3211-1312	Contact No. 78478-21332																	
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 rowspan="15"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			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) -	
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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	18.03.2025																			
9	Date of Order	29.03.2025																			
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																			

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF Bhawanipatna

MEMBER (Fin.)
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Birabara Bhoi, Repr. By Sri Ashok Bhoi, At-Kumutimunda, Po-Jagrahi, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-181/2025

Sri Birabara Bhoi,
Repr. By Sri Ashok Bhoi,
At-Kumutimunda, Po-Jagrahi,
Ps-Komna,
Dist.-Nuapada.

Con. No. 9062-3211-1312

COMPLAINANT

Sri Abhinash Biswal
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Birabara Bhoi, Repr. by Sri Ashok Bhoi, At-Kumutimunda, Po- Jagrahi, 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. 18.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- **9062-3211-1312** under SDO Elect. Nuapada.
- 2) As complained by the complainant that the provisional/average bill was served during disconnection period since 2016 to 07/2023.
- 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: 02/04/2025

- 2) Bill details from: 11/2014 to 07/2023
3) Date of supply: 03/08/2014
4) Category: LT/Domestic
5) Connected Load 0.04 KW
6) Meter No – 6512333
7) Installed on: 03/08/2014 with IMR "0"
8) CMR: N/A
9) The meter status: Permanent Dismantled
10) Facts of the complainant:
11) As written version submitted by SDO Elect. Nuapada as follows:
- The connection was dismantled since 2016 but bill served in provisional / LF basis. So, the billed amount from since 2016 is to be withdrawn.



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 connection was dismantled since 2016 but bill served in provisional / LF basis. So, the billed amount from since 2016 is to be withdrawn.
- As per billing database the provisional bill was served from 09/2015 to 07/2023. The sarapanch Jadamunda GP and neighbour consumer have intimated that the consumer has not availing the power supply since 2016 due to damage of house.

ORDER

29.03.2025

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 01/2016 to 07/2023 as the complainant was not availing the power supply.


The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **April-25** by the opposite party after compliance otherwise it will be treated as non-compliance.


Compliance Month-April-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

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R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Birabara Bhoi, Repr. by Sri Ashok Bhoi, At- Kumutimunda, Po- Jagrahi, Ps- Komna, 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