



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/ 260^{CS} Dated, the 22.04.2024

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-65/2024		
2	Complainant/s	Name & Address Sri Divya Kumar Sahu, At/Po-Siallatti, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3312-0981	Contact No. 97776-55358
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	<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 <u></u>		
8	Date(s) of Hearing	08.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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 Divya Kumar Sahu, At/Po-Siallatti, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-65/2024

Sri Divya Kumar Sahu,
At/Po-Siallatti,
Ps-Komna,
Dist.-Nuapada.
Con. No.9062-3312-0981

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Divya Kumar Sahu At/ P.O- Siallatti, 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.08.02.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 0.50 KW having consumer No. **9062-3312-0981** under SDO Elect. Nuapada.
- 2) As complained by the complainant he is using power supply for LT/Domestic purpose, but the bill has raised LT/GP category from date of power supply.
- 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 change of category from LT/G. P to LT/Domestic and revise the bill accordingly.

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 May 2017 to January 2024
- 3) Date of supply 27.04.2017



- 4) Category: LT/ GP
- 5) Connected Load 0 .5 KW
- 6) Meter No- TWSP 1041476
- 7) Installed on:28.08.2023 with IMR: "0"
- 8) CMR: 326 Kwh AS ON 9.02.2024
- 9) Facts of the complainant: Billing category to be changed and revision of bill
- 10) As written version submitted by SDO Elect.Nuapada.as follows:
 - The consumer is availing power supply for domestic purpose only. But bill is generated in GP category since date of power supply.

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 LT/GP to Domestic and revise the bill accordingly. The OP submitted that submitted that the consumer is availing power supply for domestic purpose only. But bill is generated in GP category since date of power supply.
- As per billing database bill revision towards defective period assessment from 06/2023 to 07/2023 has been considered into account effect on 18.03.2024.

ORDER

22.04.2024

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 billing category from LT/GP to LT/Dom and revised the bill from 04/2023 to 03/2024 accordingly, by taking six months average consumption of present meter (i.e., IMR "229" Kwh on 10/2023 and FMR "430" Kwh on 03/2024).
- To withdraw the bill revision towards defective period assessment from 06/2023 to 07/2023 effect on 18.03.2024.

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- May -24.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Divya Kumar Sahu, At/ P.O- Siallatti, Ps- Komna, Dist—Nuapada. Mob. No- 9777655353
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