



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/ 2695

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. 237/2023		
2	Complainant/s	Name & Address Sri Govind Prasad Sahu, Prop. M/s. SKGG Hotel (Pvt) Ltd. Regd Office: At: Duarsuni Hill Town Po: Bhawanipatna Dist-Kalahandi PIN-766001	Consumer No 9030 0000 0074	Contact No. 9040350293
3	Respondent/s	Name Sri Manas Ranjan Mati, EE, KEED, TPWODL, Bhawanipatna	Division Kalahandi East Electrical Division, TPWODL, Bhawanipatna	
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 & equipments	
		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) 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		
8	Date(s) of Hearing	08.04.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	✓	Respondent
11	Details of Compensation awarded, if any.	Nil		

W. K. Pattnaik
22/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

W. K. Pattnaik
22.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

W. K. Pattnaik
22/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

For the Complainant – Sri Rabin Kishore Behera, Auth. Representative, M/s. SKGG Hotel
For the Respondent – Sri Manas Ranjan Mati, EE, KEED, TPWODL

Complaint Case No. 83 / 2023

Sri Govind Prasad Sahu
Prop. M/s. SKGG Hotel (Pvt) Ltd.
Regd Office:
At: Duarsuni Hill Town
Po: Bhawanipatna
Dist-Kalahandi
PIN-766001
Cons No. 90300000074
Mob no. 9040350293

COMPLAINANT

-Versus-

Sri Manas Ranjan Mati,
EE, KEED, TPWODL, Bhawanipatna

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Govind Prasad Sahu, Prop. M/s. SKGG Hotel (Pvt) Ltd, Regd Office: At: Duarsuni Hill Town, Po: Bhawanipatna, Dist-Kalahandi, Pin-766001 under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at GRF Office, Bhawanipatna in brief as follows:

- 1) The complainant has appeared before the forum for huge additional bill and prayed for payment in instalments of his HT- GP supply with CD of 208 KVA having consumer No. 903000000074 under EE, KEED, Bhawanipatna.
- 2) The additional claim of Rs. 9,36,668.77 for the period 07.09.2020 to 04.02.2023 due to slow recording of HT meter @ 29.44%.
- 3) A conciliation meeting was held on dtd. 16.06.2023 at GRF, Bolangir, where both the complainant and opposite party discussed amicably. The complainant was convinced with the reason of additional bill and the calculation sheet supported by meter dump report. Also the additional unit of 148254 was billed based on consumption recorded in LT meter (No. WES51751) for the said period. The OP admitted that they have done a gross mistake for which the consumer was served with such additional bill amounting to Rs. 936668.77.



- 4) Basing on above observations, Hon'ble GRF, Bolangir passes the order as per regulation as follows:
- The additional bills raised by the OP is in order.
 - Since the consumer was aggrieved for huge additional bill and prayed in instalments, the GRF, Bolangir directed the OP to accept the bill amount in suitable instalments.
 - The OP was warned for such a gross violation of regulation and directed for regular meter testing schedule and passes a stricture not to repeat such irregularities in future.
- 5) Being aggrieved with the order passed by the GRF, Balangir, the complainant had filed a case before the Hon'ble Ombudsman (II), Bhubaneswar vide CR case no. OM(II)(W)-26/2023 and after hearing, the Hon'ble Ombudsman (II), on dt. 06.11.2023 passed an order as follows:
- In view the above facts and circumstances, the case of the petitioner is remanded back to the learned GRF, Bolangir for fresh adjudication.
 - In this regard, the petitioner is directed to approach the learned GRF, Bolangir within 30 days for fresh adjudication on the matter.

Learned GRF, Bolangir transferred this remanded case to this forum (Created subsequently to the order) on the point of territorial jurisdiction. Since the order of remand directs for fresh adjudication, the present hearing is taken up as like as new case without any influence of earlier order.

The complainant has prayed for:

- To claim the additional bill for 29.44% slow recording from 05/2021 to 03.02.2023.
- To withdraw the TR Loss units after 4 months from the month of initial power supply to 04/2021 as per regulation-155 (ix) of OERC supply code 2019.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

1. The power supply is 06.06.2019.
2. As per report of the MRT, Bhawanipatna metering system accuracy tested and found HT meter was recorded less 29.44% & LT meter accuracy is found Ok. After dump analysis, it is confirmed that the phase sequences of CT & PTs are changed during last defective PT replacement, i.e. on dtd 07.09.2020. and same is rectified on spot on dt. 04.02.2023. So, additional assessment was done for an amount of Rs. 936668.77.
3. As per order of Hon'ble GRF, Bolangir on dtd. 30.06.2023 vide GRF order no- 623/2023, the additional bill raised by the OP is in order and directed to accept the bill amount in suitable instalments.
4. That the consumer has paid of Rs. 481323.00 on dtd.12.09.2023 as 1st instalment along with regular payment of current bill.



FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP; the forum observes the followings:

- 1) During the initial power supply in the month 06/2019 although two no.s of meter were installed by the OP, i.e. HT & LT meter, the OP served bills to the complainant after taking meter reading of the LT meter from 06.06.2019 to 04/2021 with addition of TR Loss. From 05/2021 to onwards bill served by the OP after taking meter reading of the HT meter without TR Loss units, which declare 29.44% slow running and rectified the same on dt. 04.02.2023, which means the bill served by the OP from 05/2021 to 02/2023 requires revision but not from 07.09.2021 to 04.02.2023.
- 2) The OP claimed the additional bill from 07.09.2020 to 04.02.2023, which is illegal & unjustified.

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:


- i) To withdraw the TR Loss beyond four months from the month of supply, i.e. 06/2019. Which was raised against the consumer during LT billing.
- ii) LT bill was raised twice from 07/2020 to 05/2021, accordingly EC bill needs to be rectified.
- iii) Revised bill is to be served on the complainant within one month.

The case is accordingly disposed of.

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

Compliance Month- June-24.


B. NAIK
CO-OPTED MEMBER


K.K. PATTNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

- Copy to:
1. Sri Govind Prasad Sahu, Prop. M/s. SKGG Hotel (Pvt) Ltd, Regd Office: At: Duarsuni Hill Town, Po: Bhawanipatna, Dist-Kalahandi, Pin-766001.
 2. EE, KEED for information and necessary action.
 3. I/c SE MRT, Bhawanipatna for information and necessary action.
 4. SEEC, Kalahandi circle for information.
 5. Chief Legal, TPWODL, Burla for information.