



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/ 223^(S) Dated, the 05.04.2024

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-75/2024		
2	Complainant/s	Name & Address Sri Tejaswar Rana, Repr. By Sri Dharmendra Kumar Rana, At-Asurgarh, Po-Mandel, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-0201-0005	Contact No. 82494-82324
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
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 & 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	15.02.2024		
9	Date of Order	05.04.2024		
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: Narla

Appeared:

1. **For the Complainant** – Sri Tejaswar Rana, Repr. By Sri Dharmendra Kumar Rana, At-Asurgarh, Po-Mandel, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-75/2024

Sri Tejaswar Rana,
Repr. By Sri Dharmendra Kumar Rana,
At-Asurgarh,
Po-Mandel, Ps-Narla,
Dist.-Kalahandi.

Con. No.9034-0201-0005

COMPLAINT

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

During the camp court held on 15/02/2024 at Narla Subdivision office, the Complainant Sri Dharmendra Rana (for Tejeswar Rana) appeared before the Forum for abnormal billing generated with high units from 07/2023 to 08/2023.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding wrong billing generation from 07/2023 to 08/2023 on getting his supply reconnected with abnormally high units amounting to Rs 16065.73. He requested to revise the wrong billing as per actual consumption.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (SDO Elect. Khariar) in his counter replay and course of hearing, submitted as follows:

- Date of supply is : 01/01/1990.
- Category : LT/Domestic
- Connected load : 2.00 KW.
- Meter No : TPWODL2049509.
- Date of installation : 06-10-2023 with IMR '0'
- Meter CMR : 191 as per PVR dtd 02-Mar-2024.
- Meter status : OK
- Billing abstract : from February-2001 to Jan-2024.
- Fact of the complaint : Bill revision required from 07/2023 to 08/2023 by taking average of new meter from 09/2023 to 02/2024.



As per written version of SDO Elect. Narla

- A high reading was billed in the month of 07/2023 for 3326 units.
- A new meter was installed on date 06/10/2023.

OBSERVATIONS/FINDINGS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement, the forum observed as follow:

- Consumer was aggrieved with excess billing served to him from 07/2023 to 08/2023. AS per data base supply was under disconnection from 01/2019. When consumer got his supply reconnected on 07/2023, without considering the disconnection period, provisional bill was generated for 22 months with 3326 units. Consumer was served with bill for the month 07/23 & 08/23 with total 3484 units amounting to Rs 16065.73, which seems to be very illogical and inflated. Such absurd billing needs to be withdrawn and revised.

ORDER 05.04.2024

Based on the 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 revise the bill from July-2023 to August-2023 taking IMR as '0' on 10/2023 and FMR as will be available in data base in the month of 03/2024.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Condition of supply) Code 2019.

Case is disposed of accordingly.

Compliance Month- May-24.

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

Naik 5/4/24
B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

05/04/24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER

05/4/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Tejeswar Rana, Repr. by Dhamendra Rana, At: Asurgarh, Po: Mandal, Dist- Kalahandi.
2. SDO Elect. Narla
3. Superintending Engineer, Electrical Circle, TPWODL, Bhawanipatna.
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."