



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 2300 12
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BENCH:

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

Memo No. GRF/BPT/Order/ 228^(A)

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-95/2024		
2	Complainant/s	Name & Address Sri Prasadi Sahu, At/Po-Rinja, Ps-Karlamunda, Dist.-Kalahandi.	Consumer No 9034-0495-0906	Contact No. 99385-47963
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 _____ 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	20.02.2024		
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.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Karlamunda

Appeared:

1. **For the Complainant** –Sri Prasadi Sahu, At/Po-Rinja, Ps- Karlamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-95/2024

Sri Prasadi Sahu,
At/Po-Rinja,
Ps- Karlamunda,
Dist.-Kalahandi.

Con. No.9034-0495-0906

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Prasadi Sahu At/P O- Rinja, Ps- Karlamunda Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Karlamunda on dt.20.02.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 0.04 KW having consumer No - **9034-0495-0906** under SDO Elect. Narla.
- 2) As complained by the complainant the fix charges of Rs. 4434/- was levied from 02/2020 to 06/2021 on his Kutir Jyoti scheme line.
- 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 fix charges was levied from 02/2020 to 06/2021.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd. 02.03.2024
- 2) Billing Abstract from 02/2020 to 01/2024.
- 3) Date of supply: 02.12.2016
- 4) Category: LT/ Dom
- 5) Connected Load: 0.4 KW



- 6) Meter No: 300044492
- 7) Installed on 09.01.2023 with IMR: "0"
- 8) CMR: 156 Kwh
- 9) Meter Status: OK
- 10) Fact of the complainant: The bill was already revised from 12/2022 to 09/2023.
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The meter was found defective from 07/2022 to 09/2023.

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 withdrawal of fix charges. The OP submitted that the meter was found defective from 07/2022 to 09/2023.
- The bill was already revised from 12/2022 to 09/2023.
- As per retail supply tariff notification the total amount @ Rs. 80/- PM to be levied towards MMFC for Kutir Jyoti Category.

ORDER 05.04.2024

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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.


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 Prasadi Sahu At/P O- Rinja, Ps- karlamuda, Dist- Kalahandi.
2. SDO Elect. Narla, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."