



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/ 361⁽⁵⁾

Dated, the 11.06.2024

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-181/2024			
2	Complainant/s	Name & Address Sri Umesh Das, Repr. By Sri Ramesh Chandra Das, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.		Consumer No 9034-1202-4066	Contact No. 82493-64099
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) 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	06.04.2024			
9	Date of Order	11.06.2024			
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 Umesh Das, Repr. By Sri Ramesh Chandra Das, At/Po- Narla, Ps-Narla, Dist.-Kalahandi.
 2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-181/2024**

Sri Umesh Das,
Repr. By Sri Ramesh Chandra Das,
At/Po-Narla,
Ps-Narla,
Dist.-Kalahandi.
Con. No.9034-1202-4066

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Umesh Das, Repr. By Sri Ramesh Chandra Das, At/Po- Narla, Ps- Narla Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 06.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer No. 9034-1202-4066 under SDO Elect. Narla.
- 2) As complained by the complainant the average bill was served from 04/2015 to 09/2023.
- 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 average bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR
- 2) Billing Abstract from May 2014 to April 2024
- 3) Date of supply 24/04/2014
- 4) Category: LT/ Dom



- 5) Connected Load 1 KW
- 6) Meter No- TWSP51067613
- 7) Installed on 14/10/2023 with IMR: "0"
- 8) CMR: 341 Kwh
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was billed as meter defective from 04/2015 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 excess billing. The OP submitted that the consumer was billed as meter defective from 04/2015 to 09/2023.

ORDER
11.06.2024

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 revise the bill from 10/2021 to 09/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 10/2023 and FMR "459" Kwh on 05/2024.

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- July-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 Umesh Das, Repr. By Sri Ramesh Chandra Das, At/Po-Narla, Ps-Narla, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."