



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/ 5736

Dated, the 30.09.2024

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-314/2024																										
2	Complainant/s	Name & Address Sri Sukanta Kumar Chand, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1202-4405	Contact No. 88478-49860																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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	09.08.2024																										
9	Date of Order	30.09.2024																										
10	Order in favour of	Complainant	✓	Respondent																								
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 Sukanta Kumar Chand, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-314/2024

Sri Sukanta Kumar Chand,
At/Po-Narla,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9034-1202-4405

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sukanta Kumar Chand, 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. 09.08.24, in brief as follows:

- 1) The complainant has filed a complaint in GRF Bolangir, vide CC No-2102/2022 regarding average/provisional bill from 05/2021 to 06/2022 and gotten bill of Rs. 68,288 on dtd. 21.08.2023. Since then, the complainant paying regular current bill but surprisingly in the month of 11//2023 the arrear outstanding shown Rs.146480/-by order passed by GRF, Bolangir to revise the bill from 01/2018 to 01/2023 by obtaining average monthly consumption from 01/2023 to 07/2023.
- 2) After obtaining the order of GRF, Bolangir & the outstanding arrear bill of Rs. 146480/- the complainant has again filed the complaint about review the order passed against the CC no. 2102/2022.
- 3) The same has transferred from GRF, Bolangir vide letter no. GRF/BGR/726 dtd. 24.07.2024 to GRF, Bhawanipatna.
- 4) After receiving the same notice was issued to complainant to appear before the forum on dtd. 09.08.2024 held at SDO Elect, Office, Narla.

The complainant has prayed for:

To review the order passed by the GRF, Bolangir



SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 22/08/2024
- 2) Bill details from N/A
- 3) Date of supply 30/01/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TPWODL1092308
- 7) Installed on 29/10/2022 with IMR: "0"
- 8) CMR: 5741 KWH as on 22/08/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Aggrieved the order of GRF, Bolangir and revision of arrear bill.
- 11) As written version submitted by SDO Elect. Narla as follows:

- As per the PVR given by the ESO Narla the meter is found OK. Earlier the Consumer was debited of Rs. 79222.09 vide GRF order against CC no. 2102/2022 of Hon'ble GRF, Bolangir. The GRF has ordered to revise the bill from 01/2018 to 01/2023 by taking average of six-month of new meter from 02/2023 to 07/2023 of which the consumer was debited.
- The bill revision adjustment of RS. 64217.59 was not taken into consideration during the bill revision by order of GRF Bolangir against CCno. 2102/2022, which was effect on dtd. 20.08.2022.
- As per field verification the earlier meter was found defect from 05/2021 onwards, but the Hon'ble GRF Bolangir was ordered to revise the bill from 01/2018 to 01/2023.

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 review of GRF, Bolangir order & outstanding arrear bill. The OP submitted that as per the PVR given by the ESO Narla the meter is found OK. Earlier the Consumer was debited of Rs. 79222.09 vide GRF order Number 2102/2022 of honourable GRF, Bolangir.
- The GRF has ordered to revise the bill from 01/2018 to 01/2023 by taking average of six-month of new meter from 02/2023 to 07/2023 of which the consumer was debited,
- The bill revision adjustment of RS. 64217.59 was not taken into consideration during the bill revision by order of GRF Bolangir against CCno. 2102/2022, which was effect on dtd. 20.08.2022.
- As per field verification the earlier meter was found defect from 05/2021 onwards, but the Hon'ble GRF Bolangir was ordered to revise the bill from 01/2018 to 01/2023.



- As per billing database the wrong period bill revision adjustment was done, for which an amount of Rs. 64,217.59 was debited in complainant account, effect on dtd. 20.08.2022.

ORDER

30.09.2024

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 05/2021 to 01/2023 by taking average six-month consumption of present meter from 02/2023 to 07/2023 (i.e IMR "420" Kwh on 02/2023 and FMR "2391" Kwh on 07/2023).
- To withdraw the wrong period bill revision was effect on dtd. 20.08.2022.
- To withdraw the bill revision as per CC no. 2102/2022, was effect on dtd.04.09.2023.

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-October-24

20/9/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

20/9/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Sukanta Kumar Chand, AT/Po- Narla, Ps- Narla, Dist- Kalahandi.
2. SDO Elect. Narla. TPWODL,
3. EE, KEED, Bhawanipatna.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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."