



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/ 268⁵⁵

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. BPT-69/2024 | | |
| 2 | Complainant/s | Name & Address Sri Okhila Bag, Repr. By Sri Hrudanand Bag, At-Bhatang, Po-Narla Road, Ps-Narla, Dist.-Kalahandi. | Consumer No 9034-1292-2749 | Contact No. 63718-36741 |
| 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 | 22.04.2024 | | |
| 10 | Order in favour of | Complainant | Respondent | √ Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature] 22.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature] 22/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Okhila Bag, Repr. By Sri Hrudanand Bag, At-Bhatang, Po-Narla Road, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-69/2024

Sri Okhila Bag,
Repr. By Sri Hrudanand Bag,
At-Bhatang, Po-Narla Road,
Ps-Narla,
Dist.-Kalahandi.
Con. No. **9034-1292-2749**

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Okhila Bag Repr. by Hrudananda Bag, At- Bhatang, PO- Narla Road, 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 M. Narla on dt.15.02.24, 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 - **9034-1292-2749** under SDO Elect. Narla.
- 2) As complained by the complainant the excess bill was raised during the month of 11/2023.
- 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 excess 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 dtd.02.03.2024
- 2) Billing Abstract
- 3) Date of supply: 24/06/2017
- 4) Category: LT/ Dom



- 5) Connected Load: 0.04 KW
- 6) Meter No- TWB120782
- 7) Installed on 28/02/2024 with IMR: "0"
- 8) CMR: 04 Kwh
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was billed as defective from 08/2022 to 01/2024.
 - As per billing abstract the bill was revised from 07/2020 to 09/2023 and debited for an amount of Rs. 18652.50.
 - The FMR was 6375 units, but in FG the old meter is defective and FMR is 1891 units.

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 during 11/2023. The OP submitted that the consumer was billed as defective from 08/2022 to 01/2024. And, the FMR was 6375 units, but in FG the old meter is defective and FMR is 1891 units.
- As per billing database it appears that the old meter Kwh was "1891" on the date of meter change, i.e. 28.02.2024 and the old meter was defective, which was billed in 07/2022.
- But as per billing database the bill revision was effect on dtd. 06.11.2023 with FMR "6735" Kwh. As per the meter photo with reading available in data base.

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:

- To recast the bill from 06/2017 to 11/2023 by taking IMR as "0" on 06/2017 and FMR as "6735" on 11/2023.
- To withdraw the earlier bill revision effect on dtd. 06.11.2023.

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- May -24.

Recd
22/4/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

22/4/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Okhila Bag Repr. by Redemand Bag, At- Bhatang, PO- Narla Road, 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.”

GRF BHAWANIPATNA