



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/ 227^(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-73/2024		
2	Complainant/s	Name & Address Sri Bishnu Prasad Sahu, At-Sanchiching (Chhatikuda Chowk), Po-Santpur, Ps- Narla, Dist.-Kalahandi.	Consumer No 9034-1501-1001	Contact No. 94382-29383
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	05.04.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Recd
15/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

SM
05.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

SR
05.04.24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Bishnu Prasad Sahu, At-Sanchiching (Chhatikuda Chowk), Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-73/2024

Sri Bishnu Prasad Sahu,
At-Sanchiching (Chhatikuda Chowk),
Po-Santpur,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9034-1501-1001

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bishnu Prasad Sahu, At- Sanchiching, PO- Santpur, 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.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 1 KW having consumer No - 9034-1501-1001 under SDO Elect. Narla.
- 2) The Consumer was agrived due to hugh amount debited to account without any reason in the year 2015 & 2016.
- 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.12.03.2024
- 2) Billing Abstract from 08/2015 to 01/2024



- 3) Date of supply: 30.07.2015
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: WES16640
- 7) Installed on 22.03.2021 with IMR: "0" Kwh
- 8) CMR: "22948" Kwh
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill by withdrawing the penalty amount of Rs. 3,92,720/-
- 11) As written version submitted by SDO Elect. Narla as follows:
 - A vigilance penalty of Rs. 97,680/- was paid by the consumer on dtd. 30.09.2015, accordingly debit sundry was given in the month of 10/2015.
 - In the month of 12/2015 Rs. 97,680/- was wrongly debited. To withdraw the same Sub-division was given credit sundry in the month of 02/2016, but BTL was debited the same amount.
 - In the month of 06/2016, the Sub-division was given credit sundry of Rs. 1,95,360/- to reconcile the above, but BTL was again debited the same to consumer account.

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 A vigilance penalty of Rs. 97,680/- was paid by the consumer on dtd. 30.09.2015, accordingly debit sundry was given in the month of 10/2015.
- In the month of 12/2015 Rs. 97,680/- was wrongly debited. To withdraw the same Sub-division was given credit sundry in the month of 02/2016, but BTL debited the same amount to the consumer account.
- In the month of 06/2016, the Sub-division was given credit sundry of Rs. 1,95,360/- to reconcile the above, but BTL was again debited the same to consumer account.

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:

- To withdraw the wrongly debited amount of Rs. 3,92,720/- which was debited to the consumer account in the month of 12/2015, 02/2016 & 06/2016 on the same inventory in co-ordination with the enforcement cell.

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.

[Signature]
5/4/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
05.04.24
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
5/4/24
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bishnu Prasad Sahu At- Sanchiching, PO- Santpur, Ps- Narla, Dist- Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.
5. Enforcement Cell TPWODL.

“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.”