



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/ 317^(S)

Dated, the 14.05.2024

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-110/2024		
2	Complainant/s	Name & Address Sri Agasti Harijan, At-Chhatamahul, Po-Rupra Road, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1502-0260	Contact No. 76849-15521
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	07.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any	Nil		

CO-OPTED MEMBER

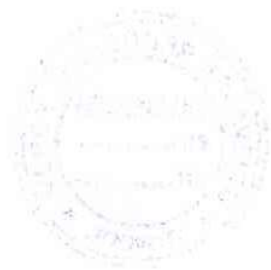
Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Chhatikuda

Appeared:

1. **For the Complainant** – Sri Agasti Harijan, At-Chhatamahul, Po-Rupra Road, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-110/2024

Sri Agasti Harijan,
At-Chhatamahul,
Po-Rupra Road, Ps-Narla,
Dist.-Kalahandi.
Con. No.9034-1502-0260

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Agasti Harijan, At- Chhatamahul, PO- Rupra 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 Chhatikuda on dt.07.03.24, 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 - **9034-1502-0260** under SDO Elect. Narla.
- 2) As complained by the complainant excess bill was raised during the period from May-2016 to March-2017.
- 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.27.03.2024
- 2) Billing Abstract from December 2006 to February 2024
- 3) Date of supply 28.11.2006
- 4) Category: LT/ Domestic
- 5) Connected Load 1 KW
- 6) Meter No- LW680270
- 7) Installed on 28.09.2020 with IMR: "0"
- 8) CMR: 5247 kWh as on 27.03.2024
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As the final meter reading of old meter was not available.
 - The average bill was served from 11/2014 to 04/2023.
 - An amount of Rs. 26636.06 was billed in the month 05/2016 and which is in round complete.

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 average bill was served from 11/2014 to 04/2023. And, an amount of Rs. 26636.06 was billed in the month 05/2016 and which is in round complete.
- As per billing data base 5950 units was billed twice in the month of 05/2016 and 03/2017 as remarks was round complete.
- As per billing database the present meter was installed on 25.09.2020 with IMR "1" kWh. And entered into database on 05.11.2021.
- As per billing database it appears that some suppress units was billed during the period from 07/2023 to 11/2023.
- As per billing database bill revision towards delay meter updating was effect on dtd. 16.11.2023, and, an amount of Rs. 3029.73 was debited in consumer account.



ORDER
14.05.2024

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 05/2016 to 03/2017 by taking average consumption of present meter IMR "1" Kwh on 09/2020 and FMR "5240" Kwh as on 12/2023.
- To recast the bill from 09/2020 to 03/2024 with IMR "1" Kwh on 09/2020 and FMR "5430" Kwh on 03/2024.
- To withdraw the earlier bill revision was effect on dtd. 16.11.2022.

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- June-24.


B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Agasti Harijan, At- Chhatamahul, PO- Rupra 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."