

VANCE 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/

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-71/2024						
		Name & Address			Consumer No Contac		t No.	
2	Complainant/s	Sri Bhodeva Rana, At/Po-Ulikupa, Ps- Narla, DistKalahandi.			9034-1591-2427	63709-92497		
3	Respondent/s	Name Sri Kamalesh Kumar Pra SDO Elect. Narla, TPW0	Division Kalahandi East Electrical Division, TPWODL					
4	Date of Application							
	In the matter of-	1. Agreement/Termination	1000	2. Billir	ling Disputes √			
		3. Classification/Reclassificat ion of Consumers		4. Cont	ntract Demand / Connected			
		5. Disconnection / Reconnection of Supply	7		Illation of Equip Tratus of Consume			
5		7. Interruptions		8. Mete				
,		9. New Connection			ality of Supply & GSOP			
		11. Security Deposit / Interest			2.Shifting of Service Connection & equipment's			
		13. Transfer of Consumer Ownership		14.Volta	4.Voltage Fluctuations			
		15. Others (Specify) –						
6	Section(s) of Electricit							
7	OERC Regulation(s) with Clauses	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						
	(4)	5. OERC (Terms and C						
	The state of the s		6. Others					
8	Date(s) of Hearing	15.02.2024						
9	Date of Order	05.04.2024						
10	Order in favour of	Complainant Respo	Complainant Respondent √ Others					
11	Details of Compe awarded, if any	ensation Nil				2.0		

CO- OPTED MEMBER

MEMBER (Fin.)
MEMBER

Co-Opted Member GRF, Shawanipatha

Grievance Redressal Forum
TPW@DL Bhawahipatha

PRESIDENT

GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

- 1. For the Complainant Sri Bhodeva Rana, At/Po-Ulikupa, Ps-Narla, Dist.-Kalahandi.
- 2. For the Respondent Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-71/2024

Sri Bhodeva Rana, At/Po-Ulikupa, Ps-Narla, Dist.-Kalahandi. Con. No. 9034-1591-2427

COMPLAINT

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhodeva Rana, At/PO- Ulikupa, 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 0.50 KW having consumer No 9034-1591-2427 under SDO Elect. Narla.
- 2) As complained by complainant the abnormal bill was served from 07/2021 to 05/2022 on the disconnection period.
- 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 withdraw the bill, which was raised in the disconnection period.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR 05.03.2024
- 2) Billing Abstract from April 2021 to February 2024
- 3) Date of supply: 15.12.2020
- 4) Category: LT/ Dom



5) Connected Load: 0.5 KW

6) Meter No- 300012140

7) Installed on 03.07.2022 with IMR: "0" KwH

8) CMR: "605" 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 average bill was served from 07/2021 to 05/2022.

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 07/2021 to 05/2022.
- As per billing database the provisional/average bill was served from 07/2021 to 07/2022.And provisional adjustment has taken into account for the month of 06/2022 & 07/2022.

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 revise the bill from 07/2021 to 05/2022 by taking average consumption of present meter (i.e. IMR "0" KwH on 07/2022 and FMR "202" on 12/2022).

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- Moy-24

B. NAIK

Co-Opted Member

GRF, Bhawanipatna

K.K. PATTNAIK MEMBER (Fin.)

MEMBER

Grievance Redressal Forum 了PM的DL, Bhawanipatna

GRF, Bhawanipatna

Copy to: -

- 1. Sri Bhodeva Rana, At/ PO- Ulikupa, 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."