



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 251st

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-86/2024		
2	Complainant/s	Name & Address Sri Gabriel Katrak, At/Po-Biswanathpur, Dist.-Kalahandi.	Consumer No 9034-2100-0455	Contact No. 77510-36470
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 _____ 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	17.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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: Lanjigarh Road

Appeared:

1. **For the Complainant** – Sri Gabrilal Katrak, At/Po-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-86/2024

Sri Gabrilal Katrak,
At/Po-Biswanathpur,
Dist.-Kalahandi.
Con. No.9034-2100-0455

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Gabrilal Katrak At/PO- Biswanathpur, Ps-Biswanathpur Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Langigarh Road on dt.17.02.24 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 - **9034-2100-0455** under SDO Elect. Narla.
- 2) As complained by the complainant abnormal bill was raised several times.
- 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. 06.03.2024
- 2) Billing Abstract from February 2007 to February 2024
- 3) Date of supply 13.12.2007
- 4) Category: LT/ Dom
- 5) Connected Load 1 KW
- 6) Meter No- 8155265
- 7) Installed on 08/2013 with IMR: "0" Kwh



- 8) CMR: 19906 KwH as on 06.03.2024
- 9) Meter status: Ok
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was billed as defective from 08/2022 to 12/2023.

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 revise of excess billing. The OP submitted that the consumer was billed as defective from 08/2022 to 12/2023.
- As per billing database the same meter was installed on 08/2013, and some abnormal bill was raised till 02/2024.
- As per billing database amount of Rs. 7009.19 was debited towards revision of previous bill for the period from 05/2022 to 12/2023, effect on dtd. 20.02.2024.

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 revise the bill by way of recasting from 08/2013 to 02/2024 with IMR "0" KwH on 08/2013 and FMR "19906" KwH on 02/2024.
- To withdraw the wrong bill revision for the period 05/2022 to 12/2023, effect on dtd. 20.01.2024.

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.


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

3. Sri Gabriel Katrak At/P O- Biswanathpur, Ps- Biswanathpur Dist- Kalahandi.
4. SDO Elect. Narla, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."