



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/_____ Dated, the _____

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 172 /2023		
2	Complainant/s	Name & Address Sri Ganeswar Thela, Repr. By Dhableswar Thela, At-Biswanathpur, P.O-Biswanathpur, P.S-Biswanathpur, Dist.-Kalahandi.	Consumer No 9034-2100-1262	Contact No. 79786-21296
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) 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 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause 6. Others		
8	Date(s) of Hearing	17.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Biswanathpur

Appeared:

1. **For the Complainant** – Sri Ganeswar Thela, Repr. By Dhabaleswar Thela, At-Biswanathpur, P.O-Biswanathpur, P.S-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO, Elect. Narla, TPWODL.

Complaint Case No. 172/2023

Sri Ganeswar Thela, Repr. By Dhabaleswar Thela,
At-Biswanathpur,
P.O-Biswanathpur,
P.S-Biswanathpur,
Dist.-Kalahandi.
Con. No. 9034-2100-1262

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ganeswar Thela, At: Biswanathpur, Narla Po-Biswanathpur, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9034-2100-1262** under SDO Narla.
- 2) 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 Narla) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from January-2021 to October-2023
- 2) PVR
- 3) Date of supply: 15/11/2020
- 4) Category: LT/ DOM



- 5) Connected Load: 1 KW
- 6) Meter No: WLT137297
- 7) Installed on. 17.03.2023.
- 8) CMR: 6033 Kwh on dtd. 11.11.2023
- 9) As per written version submitted by SDO Narla as follows:
 - The consumer power supply on dtd. 15.11.2020.
 - As per the PVR was given by ESO, Biswanathpur the reading is 6033 Kwh, but in FG it was already billed 7307 Kwh.

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 abnormal billing. The OP submitted that in the reading is 6033 Kwh, but in FG it was already billed 7307 Kwh.
- As per billing data base the uploaded photograph of meter reading shows that the abnormal billing has been done during months.

ORDER
31.01.2024

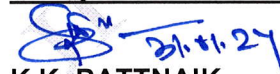
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To recast the bill from 03/2023 to 12/2023 with IMR "0" Kwh on 03/2023 and FMR "6033" Kwh on 12/2023, and withdraw the excess unit billed accordingly and serve bill in actual meter reading.
- To recast the bill from 01/2021 to 02/2023 with IMR "0" Kwh on dtd. 01/2021 and FMR "9654" Kwh on 02/2023.
- Withdrawn the earlier bill revision towards defective period assessment.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.


Compliance Month- February-24.


K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

Copy to:-

3. Sri Ganeswar Thela, At: Biswanathpur, Po- Biswanathpur, Dist.- Kalahandi
4. SDO Narla, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. Chief Legal, Head Quarter Office, TPWODL, Burla.


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

"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."



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