



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/ 152⁽⁵⁾ Dated, the 19.03.2024

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-11/2024		
2	Complainant/s	Name & Address Sri Kunja Sahu, Repr. By Sri Bidyadhar Sahu, At-Harekrusnapur, Po-Nagalbeda, Ps-Lanjigarh, Dist-Kalahandi.	Consumer No 9034-2101-0635	Contact No. 99385-75122
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	<input checked="" type="checkbox"/>
		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	10.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

Order 19.3.24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

SM 12.03.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

19/3/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Lanjigarh
Appeared:

1. **For the Complainant** – Sri Kunja Sahu, Repr. By Sri Bidyadhar Sahu, At-Harekrusnapur, Po-Nagalbeda, Ps-Lanjigarh, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-11/2024

Sri Kunja Sahu,
Repr. By Sri Bidyadhar Sahu,
At-Harekrusnapur,
Po-Nagalbeda,
Ps-Lanjigarh,
Dist-Kalahandi.
Con. No. 9034-2101-0635

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Kunja Sahu Repr. By Sri Bidyadhar Sahu, At-Harekrusnapur, Po-Nagalbeda, Ps-Lanjigarh, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Lanjigarh on dt.10.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1.5 KW having consumer No **9034-2101-0635** under SDO Elect.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 Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from February 2017 to December 2023
- 3) Date of supply 21.01.2011
- 4) Category: LT/ DOM



- 5) Connected Load 1.5 KW
- 6) Meter No- TPWODL1133030
- 7) Installed on: 15.11.2022
- 8) CMR: 553 KWH
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect.Narla. as follows:
 - The consumer power supply was 21.01.2011, and an amount of Rs. 10953/- was debited as vigilance penalty.
 - In the month of 03/2023 a unit of 1408 was billed, which may be suppress reading.
 - The consumer was billed as defective from 08/2022 to 09/2022.

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 stated that to revise the bill from 10/2021 to 09/2022 by taking six months average of new meter i.e. 12/2022 to 05/2023 as IMR 0 and FMR 404 KWH.
- As per billing database abnormal bill was raised from 10/2021 to 11/2022.

ORDER

19.03.2024

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 10/2021 to 11/2022 by taking six months average consumption of present meter i.e IMR "0" KWH on 11/2022 and FMR "326" KWH on 04/2023.

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- April-24.

12-3-24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

12-03-24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

19/3/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Kunja Sahu Repr. By Sri Bidyadhar Sahu, At- Harekrishnapur, Po-Nagalbeda 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."