



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/ 2280 Dated, the 18.04.2024

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-84/2024		
2	Complainant/s	Name & Address Sri Trilochan Mahapatra, Repr. By Smt Debaki Mahapatra, At/Po-Lanjigarh Road, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-2107-0503	Contact No. 77509-26565
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 <u> </u> 3. OERC Conduct of Business) Regulations, 2004; Clause <u> </u> 4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u> </u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u> </u> 6. Others <u> </u>		
8	Date(s) of Hearing	17.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
18/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
18.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
18/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Lanjigarh Road

Appeared:

1. **For the Complainant** – Sri Trilochan Mahapatra, Repr. By Smt Debaki Mahapatra, At/Po- Lanjigarh Road, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-84/2024

Sri Trilochan Mahapatra,
Repr. By Smt Debaki Mahapatra,
At/Po-Lanjigarh Road,
Ps-Narla,
Dist.-Kalahandi.
Con. No.9034-2107-0503

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Trilochan Mahapatra, Repr. by Debaki Mahapatra, At/PO- Lanjigarh 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 Lanjigarh Road on dt.17.02.2024, 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 - **9034-2107-0503** under SDO Elect. Narla.
- 2) As complained by the complainant the amount of Rs. 7910.10 has been billed excess in the month of 05/2023.
- 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 08/2001 to 02/2024
- 3) Date of supply: 21.06.2001



- 4) Category: LT/ Dom
- 5) Connected Load 0.5 KW
- 6) Meter No- 219684
- 7) Installed on 19.09.2021 with IMR: "0"
- 8) CMR: 2698 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 consumer was billed as defective from 06/2016 to 08/2021 and after that a new meter was replaced in the month of 09/2021. Again, the same meter was billed as defective from 09/2021 to 10/2022.
 - In the month of 11/2022 the reading started from 1631 instead of 0 units.

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 during the month of 05/2023. The OP submitted that the consumer was billed as defective from 06/2016 to 08/2021 and after that a new meter was replaced in the month of 09/2021. Again, the same meter was billed as defective from 09/2021 to 10/2022.
- As per billing data base amount of Rs. 5113.68 was debited towards bill revision of delay meter updating for the period 09/2021 to 10/2022, effect on dtd. 14.11.2022. Again, amount of Rs. 7910.09 has been debited towards defective period assessment for the period Oct-19 to Aug-2021, effect on 17.05.2023. And, amount of Rs. 4999.77 has been credited towards reversal of upward assessment of pre-vesting period.

ORDER
18.04.2024

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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.


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: -

1. Sri Trilochan Mahapatra, Repr. by Debaki mahapatra, At/PO- Lanjigarh 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.”

GRF BHAWANIPATNA