



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/ 153⁽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-12/2024		
2	Complainant/s	Name & Address Sri Kanhu Harijan, At-Jagarnathpur, Po-Lanjigarh, Ps-Lanjigarh, Dist-Kalahandi.	Consumer No 9034-2110-0450	Contact No.
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 _____ 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	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

Recd
12.03.24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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 Kanhu Harijan, At-Jagarnathpur, Po-Lanjigarh, Ps-Lanjigarh, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-12/2024

Sri Kanhu Harijan,
At-Jagarnathpur,
Po-Lanjigarh,
Ps-Lanjigarh,
Dist-Kalahandi.

Con. No. 9034-2110-0450

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

**COMPLAINANT
-Versus-**

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Kanhu Harijan, At- Jagarnathpur, Po-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 KW having consumer No 9034-2110-0450 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 September 2008 to December 2023
- 3) Date of supply 03-09-2008
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW



- 6) Meter No- TW02023905
- 7) Installed on: 20.042022 with IMR: "0"
- 8) CMR: 410 KwH on 01.01.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Narla. as follows:
 - The Provisional bill has served from 05/2018 to 04/2022
 - The Consumer was billed 6411 units in the month of 03/2016 as suppressed reading.

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 the Provisional bill has served from 05/2018 to 04/2022
- As per billing database the consumer was billed 6411 units in the month of 03/2016 and again 6511 units in month of 03/2017 as round complete.
- As per billing database the bill revision/adjustment towards delay meter updating has effect on dtd. 22.11.2022 & 20.12.2023.

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 03/2016 to 03/2017 by taking average consumption from 07/2015 to 01/2016 with IMR "3412" KwH on 07/2015 and FMR "3589" KwH on 01/2016.
- To recast the bill from 04/2022 to 02/2024 with IMR "0" KwH on 04/2022 and FMR "468" on 02/2024.
- To withdraw the earlier bill revision/adjustment towards delay meter updating was effect on dtd. 22.11.2022 & 20.12.2023.

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.


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Kanhu Harijan, At- Jagarnathpur, Po-Lanjigarh 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA