



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/ 560⁽⁶⁾

Dated, the 20.09.2024

Quorum:

Er. Ranjan Kumar Naik
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-352/2024																		
2	Complainant/s	Name & Address Sri Balakrishna Majhi, Repr. By Sri Kiran Majhi, At/Po-Jagarnathpur, Ps-Lanjigarh, Dist.-Kalahandi.	Consumer No 9034-2110-0589	Contact No. 63701-40779																
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																	
4	Date of Application																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			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) -	
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>										
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	27.08.2024																		
9	Date of Order	30.08.2024																		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input 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: Biswanathpur



Appeared:

1. **For the Complainant** – Sri Balakrishna Majhi, Repr. By Sri Kiran Majhi, At/Po- Jagannathpur, Ps-Lanjigarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-352/2024

Sri Balakrishna Majhi,
Repr. By Sri Kiran Majhi,
At/Po-Jagannathpur,
Ps-Lanjigarh,
Dist.-Kalahandi.

Con. No. 9034-2110-0589

COMPLAINANT

Sri Krushna Chandra Biswasray (Accountant),
Repr. For Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Balakrushna Majhi, Repr. by Sri Kiran Majhi, AT/Po- Jagannathpur, 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 Biswanathpur on dt. 27.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9034-2110-0589** under SDO Elect. Narla.
- 2) The excess bill has served in the month of June 2024.
- 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: 19/09/2024



- 2) Bill details from March 2015 to August 2024
- 3) Date of supply 26/03/2015
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – 2545180
- 7) Installed on (No meter was changed) with IMR: "0"
- 8) CMR: 6145 KWH as on 19/09/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla. as follows:
 - As per the billing statement of the consumer was billed as 3297 units in the month of 06/2024 and that may be suppress reading.
 - We may recast the bill from 03/2015 to 06/2024 by taking IMR "0" KWH and FMR "6097" 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 excess billing.
- The OP stated that as per the billing statement of the consumer was billed as 3297 units in the month of 06/2024 and that may be suppress reading.

ORDER

30.09.2024

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 03/2015 to 06/2024 taking IMR "0" on 03/2015 and FMR "6097" as on 06/2024.

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-October-24

Recd 30/9/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Balakrushna Majhi, Repr. by Sri Kiran Majhi, AT/Po- Jagannathpur, Ps- Lanjigarh, Dist- Kalahandi
2. SDO Elect. Narla. TPWODL
3. EE, KEED, Bhawanipatna, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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."