



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/ 72103

Dated, the 29.11.2024

Quorum:

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

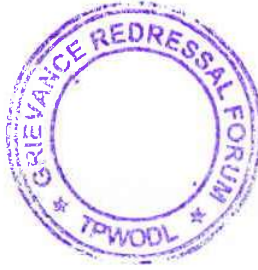
- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No.	BPT-472/2024
2	Complainant/s	Name & Address	Sri Rabi Harijan, At-Chandanpur, Po-Lokanathpur, Ps-Lanjigarh, Dist.-Kalahandi.
3	Respondent/s	Name	Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
4	Date of Application	Consumer No	9034-2115-0339
5	In the matter of-	Contact No.	82809-85606
6	Section(s) of Electricity Act, 2003 involved	Division	Kalahandi East Electrical Division, TPWODL
7	OERC Regulation(s) with Clauses	1. Agreement/Termination	2. Billing Disputes
8	Date(s) of Hearing	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load
9	Date of Order	5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer
10	Order in favour of	7. Interruptions	8. Metering
11	Details of Compensation awarded, if any.	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. 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	
		18.11.2024	
		29.11.2024	
		Complainant	Respondent
		Others	
		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 Rabi Harijan, At-Chandanpur, Po-Lokanathpur, Ps-Lanjigarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-472/2024

Sri Rabi Harijan,
At-Chandanpur, Po-Lokanathpur,
Ps-Lanjigarh,
Dist.-Kalahandi.

Con. No. 9034-2115-0339

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

COMPLAINANT

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Rabi Harijan, At- Chandanpur, Po- Lokanathpur, 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. 18.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9034-2115-0339** under SDO Elect. Narla.
- 2) As complained by the complainant that some bill was served in high consumption meter reading.
- 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: 14/11/2024
- 2) Bill details from: 11/2018 to 10/2024
- 3) Date of supply: 16/11/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TPWODL1134982



- 7) Installed on: 18.11.2022 with IMR: "0"
- 8) CMR: 571KwH as on 14.11.2024
- 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 PVR given by the AOT, Biswanathpur the consumer meter status is found OK. The reading showing in the is not punched yet in the billing file.
 - So we may recast the bill from 11/2018 to 10/2022 by taking IMR 0 kwh and FMR 3600 kwh and from 11/2022 to 10/2024 by taking IMR 0 kwh and FMR 571 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 PVR given by the AOT, Biswanathpur the consumer meter status is found OK. The reading showing in the is not punched yet in the billing file.
- As per billing database some bill was served in high consumption meter reading in the meter no. LW172996 from 11/2018 to 09/2022, which seems suppress meter reading. And meter no. TPWODL1134982 was installed in 10/2022, but bill was served in average basis till 10/2024.

ORDER

29.11.2024

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 11/2018 to 09/2022 with IMR "0" Kwh on 11/2018 and FMR "3600" Kwh on 09/2022.
- To recast the bill from 11/2022 to 10/2024 with IMR "0" Kwh on 11/2022 and FMR "571" Kwh on 11/2024.
- To serve the bill on actual basis from 12/2024 onwards.

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-December-24


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Rabi Harijan, At- Chandanpur, Po- Lokanathpur, Ps- 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA