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/_575

Dated, the 30.09.2024

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-351/20	24		o-opted Member	Ph.		
		Name & Address			Consumer No	Contac	ct No.	
2	Complainant/s	Sri Shyamsundar Padhan, Repr. By Sri Gupteswar Padhan, At/Po-Gopinathpur, Ps- Lanjigarh, DistKalahandi.			9034-2115-0534	83277-	53684	
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	All and The Control of the Control o						
	In the matter of-	1. Agreement/Termination		2. Billing	Billing Disputes			
		3. Classification/Reclassification of Consumers		4. Contra	Contract Demand / Connected Load			
		5. Disconnection / Reconnection of Supply			Installation of Equipment & apparatus of Consumer			
5		7. Interruptions			Metering			
J		9. New Connection		10.Qualit	0.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 Electric	ity Act, 2003 involved						
7	OERC Regulation(s) with Clauses							
		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						
8	Date(s) of Hearing	27.08.2024						
9	Date of Order	30.09.2024						
10	Order in favour of	Complainant √ Respondent Others						
11		Details of Compensation Nil						

CO- OPTED MEMBER

Co-Opted Member GRF, Bhawanipatna

MEMBER (Fin.)

Grievance Redressal Forum TPWODL, Bhawanipatna

PRESIDEN

GRF, Bhawan pains



Place of Hearing: Biswanathpur

Appeared:

- 1. **For the Complainant** Sri Shyamsundar Padhan, Repr. By Sri Gupteswar Padhan, At/Po-Gopinathpur, 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-351/2024

Sri Shyamsundar Padhan, Repr. By Sri Gupteswar Padhan, At/Po-Gopinathpur, Ps-Lanjigarh, Dist.-Kalahandi.

Con. No. 9034-2115-0534

COMPLAINANT

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

TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Shyamsundar Padhan, Repr. by Repr. by Sri Gupteswar Padhan, AT/Po- Gopinathpur, 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 1 KW having consumer no- 9034-2115-0534 under SDO Elect. Narla.
- 2) As complained by the complainant the excess bill was served in the month of 12/2023.
- 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: 03/09/2024



- 2) Bill details from November 2013 to august 2024
- 3) Date of supply:22/11/2013
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No TWSP51143188
- 7) Installed on 29/06/2024 with IMR: "0"
- 8) CMR: 543 KwH as on 03/09/2024
- 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 PVR given by the ESO, Biswanathpur the meter was defective from 08/2022 to 07/2024.

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 ESO, Biswanathpur the meter was defective from 08/2022 to 07/2024.
- As per billing database surpress reading bill has been revised from 11/2013 to 12/2023, effect on dtd. 14.03.2024 & 15.03.2024.

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 revise the bill for the month of 04/2024 and 05/2024 taking six-month average consumption of new meter install on 29.06.2024.

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-January-25

B. NAIK
Co-Opted Member

Co-Opted Member GRF, Shawanipatna

K.K. PATTNAIK MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TO VOO DL. Bhawanington

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R.K. MAIK PRESIDENT

PRESIDENT GRF, Bhawaninatna



Copy to: -

- 1. Sri Shyamsundar Padhan, Repr. By Sri Gupteswar Padhan, AT/Po- Gopinathpur, 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."