



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 728⁽⁵⁾ Dated, the 29.11.2024

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-478/2024																										
2	Complainant/s	Name & Address Sri Chanda Harpal, At/Po-Bandhapani, Ps-Biswanathpur, Dist.-Kalahandi.	Consumer No 9034-2116-0221	Contact No. 84570-60293																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</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) -		
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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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155	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																		
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6. Others																												
8	Date(s) of Hearing	18.11.2024																										
9	Date of Order	29.11.2024																										
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																								
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 Chanda Harpal, At/Po-Bandhapani, Ps-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** –Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
Complaint Case No. BPT-478/2024

Sri Chanda Harpal,
At/Po-Bandhapani,
Ps-Biswanathpur,
Dist.-Kalahandi.

Con. No. 9034-2116-0221

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Chanda Harpal, At/Po- Bandhapan, Ps- Biswanathpur, 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 0.04 KW having consumer no- **9034-2116-0221** under SDO Elect. Narla.
- 2) As complained by the complainant that the bill was raised in high consumption meter reading from 08/2022 to 11/2023.
- 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: 12/11/2024
- 2) Bill details from: 06/2015 to 10/2024
- 3) Date of supply: 22/06/2014
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TW02088540
- 7) Installed on: 20/11/2023 with IMR: "0"
- 8) CMR: 216 Kwh as on 12/11/2024



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, Biswanthpur the consumer meter status is found OK.
- So, we may recast the bill from 04/2018 to 08/2022 by taking IMR 1243 kwh and FMR 4521 kwh and defective bill revision from 09/2022 to 11/2023 by taking new meter average from 12/2023 to 05/2024 i.e. 0 kwh and 79 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 submitted that as per the PVR given by the AOT, Biswanthpur the consumer meter status is found OK.
- As per billing database some bill was raised in high consumption meter reading from 04/2018 to 08/2022, which seems suppress meter reading and the bill was served in average basis from 09/2022 to 11/2023 due to defective meter and DPS was levied 10/2022 to 03/2023.

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 04/2018 to 08/2022 with IMR "1243" Kwh on 04/2018 and FMR "4521" Kwh on 08/2022.
- To revise the bill from 09/2022 to 11/2023 by taking average consumption of new meter installed on 20.11.2023 with IMR "0" Kwh on 11/2023 and FMR "139" Kwh on 07/2024).
- To withdraw the DPS was levied from 10/2022 to 03/2023.

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-December-24


29/11/24
B. NAIK
Co-Opted Member
GRF, Bhawanipatna


29.11.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


29/11/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Chanda Harpal, At/Po- Bandhapan, Ps- Biswanathpur, 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