



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/ 193^(S)

Dated, the 30.03.2024

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-44/2024 | | |
| 2 | Complainant/s | Name & Address Sri Pritam Kumar Jain, At/Po-M. Rampur, Ps-M. Rampur, Dist-Kalahandi. | Consumer No 9034-2304-0132 | Contact No. 94374-30805 |
| 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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) - | 2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations | <input checked="" type="checkbox"/> |
| 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 <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 | 20.01.2024 | | |
| 9 | Date of Order | 30.03.2024 | | |
| 10 | Order in favour of | Complainant | Respondent | <input checked="" 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: M. Rampur

Appeared:

1. **For the Complainant** – Sri Pritam Kumar Jain, At/Po-M. Rampur, Ps-M. Rampur, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-44/2024

Sri Pritam Kumar Jain,
At/Po-M. Rampur,
Ps-M. Rampur,
Dist-Kalahandi.

Con. No. 9034-2304-0132

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pritam Kumar Jain, At/Po- M. Rampur, Ps- M. Rampur Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt.20.01.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 4 KW having consumer No. **9034-2304-0132** 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.

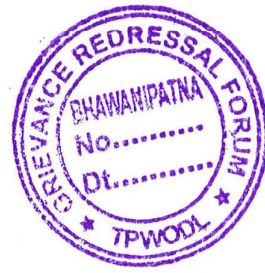
The complainant has prayed for:
To revise the excess bill.

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 May 2018 to December 2023
- 3) Date of supply 01.01.1990
- 4) Category: LT/ Dom
- 5) Connected Load 4 KW
- 6) Meter No- WLT 188626

- 7) Installed on 22.03.2021 with IMR: "0"
8) CMR: 14228 Kwh
9) Fact of the complainant: Revision of bill
10) As written version submitted by SDO Elect. Narla as follows:
- As per PVR submitted by ESO M. Rampur the meter is OK. The meter was replaced on 22.03.2021.



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 PVR submitted by ESO M. Rampur the meter is OK. The meter was replaced on 22.03.2021.
- As per billing database a sum of Rs. 3286.34 was wrongly debited to the complainant account on dtd. 14.09.2022 towards meter change assessment.
- As per billing database some abnormal billing was raised to the complainant, which seems to be suppressed reading.

ORDER
30.03.2024

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 by way of recasting from 03/2021 to 02/2024 with IMR "0" Kwh on 03/2021 and FMR "14565" Kwh on 02/2024.
- To withdraw the wrongly debited amount of Rs 3286.34 was levied on dtd. 14.09.2022 towards meter change assessment.


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Pritam Kumar Jain, At/Po- M. Rampur, Ps- M. Rampur Dist- Kalahandi. Mob. No- 94374-30805
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.”