



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/ 186^{CS}

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-43/2024		
2	Complainant/s	Name & Address Sri Gangadhar Sahoo, At/Po-Bamak, Ps-M. Rampur, Dist-Nuapada.	Consumer No 9034-2309-0172	Contact No. 97775-05770
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	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	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 _____		
8	Date(s) of Hearing	20.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

Recd
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

30.03.24
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

30/03/24
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: M. Rampur

Appeared:

1. For the Complainant – Sri Gangadhar Sahoo, At/Po-Bamak, Ps-M.Rampur, Dist-Nuapada.
2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-43/2024

Sri Gangadhar Sahoo,
At/Po-Bamak,
Ps-M.Rampur,
Dist-Nuapada.
Con. No. 9034-2309-0172

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Gangadhar Sahoo, At/Po- Bamak, 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.20.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer No. 9034-2309-0172 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.

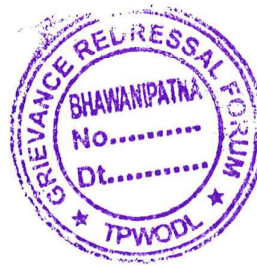
The complainant has prayed for:

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 2009 to November 2023
- 3) Date of supply .01.05.2008
- 4) Category: LT/ Dom
- 5) Connected Load 1 KW
- 6) Meter No- WLT 225249



- 7) Installed on:19.09.2021 with IMR: "0"
- 8) CMR: 3706 KwH
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Narla as follows:

- The provisional bill was served from 11/2015 to 08/2021.

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 the provisional bill was served from 11/2015 to 08/2021.
- As per billing database Rs 13787.77 was debited for bill revision of delay meter updating the period from 09/2021 to 09/2023. Effect on dt.09.10.2023.
- As per billing database Rs 948.35 was wrongly debited for bill revision of delay meter updating the period from 09/2021 to 06/2023. Effect on dt.09.08.2023.

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 withdraw Rs 948.35 was wrongly debited for bill revision of delay meter updating the period from 09/2021 to 06/2023.

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- April -24.


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Gangadhar Sahoo, At/Po- Bamak, Ps- M. Rampur Dist- Kalahandi. Mob. No- 97775-05770
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."