



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/ 67⁽⁹⁾


Dated, the 01.02.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 227 /2023		
2	Complainant/s	Name & Address Sri Sanjaya Pradhan, At/Po-Alatara, Dist-Kalahandi.	Consumer No 9034-2406-0154	Contact No. 9337760184
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 <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	16.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna

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PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Madanpur

Appeared:

1. **For the Complainant** – Sri Sanjaya Pradhan, At/Po-Alatara, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

Complaint Case No. 227/2023

Sri Sanjaya Pradhan,
At/Po-Alatara,
Dist-Kalahandi.
Con. No. 9034-2406-0154

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sanjaya Pradhan , AT-Alatara, P.O Alatara , Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute, and correction of name of his LT/Dom supply with CD of 1 KW having consumer No. **9034-2406-0154** 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) Date of supply: 14-Sep-2018
- 3) Billing Statement: November 2018 to November 2023
- 4) Category: LT/ Domestic



- 5) Connected Load: 1 KW
- 6) Meter No: WLT193645
- 7) Installed on: 23.10.2021
- 8) CMR: 4338 unit: As on 30.12.23
- 9) As per written version submitted by SDO Elect. Narla as follows:
 - The load factor bill was raised from 11/2018 11/2019.

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 load factor bill was raised from 11/2018 to 11/2019.
- As per billing data base the actual bill has been served with current meter reading 4619 Kwh on December 2023.
- As per billing data base the meter reading photograph uploaded is "4384" Kwh on 09.01.2024.
- As the name of the complainant is SANJAYA PADHAN but in billing data base it appears SABBAYA PRADHAN.

ORDER
01.02.2024

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:

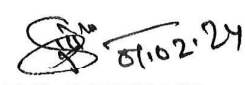
- To revise the bill from 11/2018 to 12/2019 taking 6 months average consumption of present meter (i.e. IMR "1290" Kwh on 10/2021 and FMR "1570" Kwh on 03/2022)
- To recast the bill from 10/2021 to 12/2023 with IMR "0" Kwh on 10/2021 and FMR "4384" Kwh on 09/01/2024.
- To rectify the name as Sri Sanjaya Padhan instead of Sri Sabbaya Pradhan on submission of proper documentary evidence.

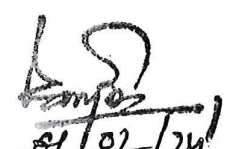
The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- March-24.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Sanjaya Padhan AT- Alatar, P.O- Alatar , Dist- Kalahandi. M.No 9692064052
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