



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/ 2325 Dated, the 05.04.2024

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-98/2024		
2	Complainant/s	Name & Address Sri Maksira Bag, Repr. By Smt Nandita Bag, At-Sirabahal, Po-Porkela, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2411-0663	Contact No. 77509-55641
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	20.02.2024		
9	Date of Order	05.04.2024		
10	Order in favour of	Complainant	Respondent	✓ 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: Karlamunda

Appeared:

1. **For the Complainant** – Sri Maksira Bag, Repr. By Smt Nandita Bag, At-Sirabahal, Po-Porkela, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-98/2024

Sri Maksira Bag,
Repr. By Smt Nandita Bag,
At-Sirabahal,
Po-Porkela, Ps-M. Rampur,
Dist.-Kalahandi.

Con. No.9034-2411-0663

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Maksira Bag Repr. by Nandita Bag At- Sirabahal, PO-Porkela, 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 Karlamunda on dt.20.02.24, 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 - **9034-2411-0663** under SDO Elect. Narla.
- 2) As complained by the complainant average billing was served from 10/2018 to 11/2019.
- 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 average billing.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR on dtd. 02.03.2024
- 2) Billing Abstract from 10/2018 to 12/2023
- 3) Date of supply 05.10.2018
- 4) Category: LT/ Dom



- 5) Connected Load: 1 KW
- 6) Meter No: TWB648316
- 7) Installed on 28.07.2023 with IMR: "0"
- 8) CMR: 19 Kwh
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill is required from 10/2018 to 10/2019.
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The bill was served on average basis from 10/2018 to 10/2019.

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 average billing. The OP submitted that the bill was served on average basis from 10/2018 to 11/2019.

ORDER
05.04.2024

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 10/2018 to 11/2019 by taking six-month average (i.e. IMR "0" KWH on 12/2020 and FMR "176" KWH on 05/2021

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- May-24.

Rokey
5/4/24
B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna

[Signature]
05.04.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
5/4/24
R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Maksira Bag, Repr. by Nandita Bag At- Sirabahal, PO- Porkela, Ps- M Rampur 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."