



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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E-MAIL: grf.bhawanipatna@tpwesternodisha.com

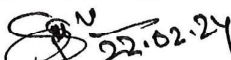
BENCH:


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

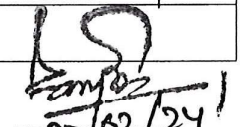
Memo No. GRF/BPT/Order/ 113 ⁽⁵⁾ Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 247/2023		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Dinabandhu Sahu, At-Risida, Po-Risida, Dist-Kalahandi.	9034-2412-0052	93489-65633
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		
8	Date(s) of Hearing	28.12.2023		
9	Date of Order	22.02.2024		
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		


MEMBER (Fin.)
member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Risida Madanpur

Appeared:

1. For the Complainant – Sri Dinabandhu Sahu, At-Risida, Po-Risida, Dist-Kalahandi.
2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

Complaint Case No. 247/2023

Sri Dinabandhu Sahu,
At-Risida, Po-Risida,
Dist-Kalahandi

COMPLAINANT

Con. No. 9034-2412-0052

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dinabandhu Sahu, AT/ P.O- Risida, 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 of his LT/Dom supply with CD of 3.5 KW having consumer No. - **9034-2412-0052** 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:

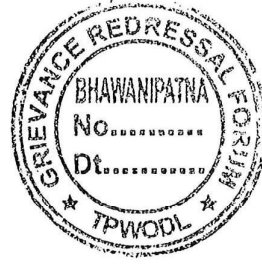
To revise the excess bill.

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 01-Jan-1990
- 3) Billing Statement: Feb 2001 to December 2023

- 4) Category: LT/ Domestic
 5) Connected Load: 3.5 KW
 6) Meter No: TWO2036718
 7) Installed on 06-Mar-2023
 8) Fact of the complainant: Revision of bill.
 9) As per written version submitted by SDO Narla as follows:
- The consumer was billed defective from 6/2022 to 02/2023.



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 consumer was billed defective from 6/2022 to 02/2023.
- As per billing data base the consumer was billed with suppress meter reading in the earlier meter SI no. WUV27725 was installed during 04/2017.

ORDER
22.02.2024

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:

- The recast the bill from 4/2017 to 5/2022 by taking IMR "0" Kwh on 4/2017 and FMR "20866" Kwh on 5/2022.

The case is disposed of accordingly.

Recd
22.02.24
B. NAIK
 CO-OPTED MEMBER
 Co-Opted Member
 GRF, Bhawanipatna

COMPLAINT MONTH
MAR-24
22.02.24
K.K. PATTNAIK
 MEMBER (Fin.)
 Member (Fin.)
 GRF, Bhawanipatna

LS
22/02/24
R.K. NAIK
 PRESIDENT
 PRESIDENT
 GRF, Bhawanipatna

Copy to: -

- Sri Dinabandhu Sahu, AT/P.O- Risida , Dist- Kalahandi. Mob No- 9348965633
- SDO Elect. Narla, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."