



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/ 2415

Dated, the 18.04.2024

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-99/2024		
2	Complainant/s	Name & Address Sri Gajapati Sahu, At-S. Malpada, Po-Sargun, Ps-Karlamunda, Dist.-Kalahandi.	Consumer No 9034-2414-0335	Contact No. 70088-64286
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	20.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
18/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
18.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Karlamunda

Appeared:

1. **For the Complainant** – Sri Gajapati Sahu, At-S. Malpada, Po-Sargun, Ps-Karlamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-99/2024

Sri Gajapati Sahu,
At-S. Malpada,
Po-Sargun,
Ps-Karlamunda,
Dist.-Kalahandi.

Con. No.9034-2414-0335

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Gajapati Sahu At- S. Malpada, PO- Sargun, Ps-Karlamunda 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. **9034-2414-0335** under SDO Elect. Narla.
- 2) As complained by the complainant excess bill raised during 06/2022 to 09/2022.
- 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 excess bill raised during 06/2022 to 09/2022.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR dtd. 02.03.2024.
- 2) Billing Abstract from July 2011 to January 2024
- 3) Date of supply 26.08.2010
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW



- 6) Meter No- 219554
- 7) Installed on 19.09.2021 with IMR: "0"
- 8) CMR: 818 as on 02.03.2024 kWh
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was billed abnormal from 06/2022 to 09/2022.

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 was raised during 06/2022 to 09/2022. The OP submitted that the consumer was billed abnormal from 06/2022 to 09/2022.
- As per billing database the bill revision towards delay meter updating for the period 09/2021 to 04/2023 has already been considered effect on 17.06.2023.
- As per billing database amount of Rs. 6742.84 was wrongly debited towards defective period assessment from 01/2021 to 08/202, effect on dt. 12.02.2023, basing on the average consumption from 09/2021 to 03/2022. The reading available in database on 03/2022 is false and was a table reading. As the old meter was already replaced on 09/2021.

ORDER
18.04.2024

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 withdraw the wrong defective period assessment effect on dt. 12.02.2023.

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- May 2024.


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Gajapati Sahu At- S. Malpada, PO- Sargun, Ps- Karlamuda, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."