



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/ 387⁽⁵⁾

Dated, the 11.06.2024

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-201/2024		
2	Complainant/s	Name & Address Sri Sachindra Jani, Repr. By Sri Keshab Chandra Jani, At-Balichhada, Po-Kaliakunda, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4306-0241	Contact No. 97773-60657
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.	Division Kalahandi West Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	18.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Rajesh
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri Manoj
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Junagarh

Appeared:

1. **For the Complainant** – Sri Sachindra Jani, Repr. By Sri Keshab Chandra Jani, At-Balichhada, Po-Kaliakunda, Ps-Junagarh, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.
- Complaint Case No. BPT-201/2024**

Sri Sachindra Jani,
Repr. By Sri Keshab Chandra Jani,
At-Balichhada,
Po-Kaliakunda, Ps-Junagarh,
Dist.-Kalahandi.

Con. No.9042-4306-0241

COMPLAINANT

Sri Manoj Kumar Pattnaik,
SDO Elect. Junagarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sachindra Jani, Repr. By Sri Keshaba Chandra Jani, At- Balichhada, PO- Kaliakunda, Ps- Junagarh Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Junagarh on dt. 18.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1.5 kw having consumer No **9042-4306-0241** under SDO Elect. Junagarh.
- 2) As complained by the complainant abnormal bill was raised during the period from 11/2022 to 08/2023.
- 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 abnormal bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR on date 27.05.2024
- 2) Billing Abstract from March 2008 to April 2024
- 3) Date of supply 30.03.2008
- 4) Category: LT/ DOM



- 5) Connected Load 1.5 KW
- 6) Meter No- 300032491
- 7) Installed on: 19.09.2022 with IMR: "0"
- 8) CMR: 674 Kwh
- 9) Status: Live
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
 - The consumer has dispute regarding wrong billing in between 11/2022 to 08/2023 already partial revision has done in 24.10.2023 but online revision considers the billing of 11/2022 i.e. EC 63045.80 and ED 2521.83. proportionately as EC 45326.87 and ED 1813.07 as a result differential EC 17718.93 and ED 708.76 is not withdrawn as it is considered in system as billing prior to meter change.

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 abnormal billing. The OP stated that the consumer has dispute regarding wrong billing in between 11/2022 to 08/2023 already partial revision has done in 24.10.2023 but online revision considers the billing of 11/2022 i.e. EC 63045.80 and ED 2521.83. proportionately as EC 45326.87 and ED 1813.07 as a result differential EC 17718.93 and ED 708.76 is not withdrawn as it is considered in system as billing prior to meter change.
- As per billing database the abnormal bill was raised from 11/2022 to 08/2023.
- As per billing database bill revision towards delay meter updating has been considered for the period 11/2022 to 08/2023, effect on dtd. 24.10.2023. Which seems to be wrong calculation.

ORDER **11.06.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.:

- To revise the bill by way of recasting from 08/2022 to 10/2023 with IMR "0" Kwh on 09/2022 and FMR "484" Kwh on 10/2023.
- To withdraw earlier bill revision effect on dtd. 24.10.2023.

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- July-24.

[Signature]
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

[Signature] 11.06.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature] 11/6/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Sachindra Jani, Repr. by Keshaba Chandra Jani, At- Balichhada, PO- Kaliakunda, Ps- Junagarh Dist.- Kalahandi.
2. SDO Elect. Junagarh, 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