



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 586^(S)

Dated, the 31.01.2025

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

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| 1 | Case No. | Complaint Case No. BPT-24/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Mannu Dandasena, At-Amlidadar, Po-Jenjara, Ps-Nuapada, Dist.-Nuapada. | Consumer No 9060-0101-1785 | Contact No. 82493-11909 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name Sri Akshaya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL. | Division Nuapada Electrical Division, TPWODL | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table> | | | 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) - | | |
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| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table> | | | 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> | | | | | | | | | | | | | | | | | | |
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| 6. Others <u></u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 17.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 31.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Mannu Dandasena, At-Amlidadar, Po-Jenjera, Ps-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-24/2025

Sri Mannu Dandasena,
At-Amlidadar, Po-Jenjera,
Ps-Nuapada,
Dist.-Nuapada.

Con. No. 9060-0101-1785

COMPLAINANT

Sri Akshaya Kumar Samal (JFM),
Repr. For Sri Sukhyat Dev Parida
EE, NED, Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Mannu Dandasena, At- Amlidadar, Po- Jenjera, Ps- Nuapada, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 17.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 3 KW having consumer no- **9060-0101-1785** under EE, NED Nuapada.
- 2) As complained by the complainant that the abnormal bill was served in the month of 01/2024.
- 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.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, NED Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Smart meter installation/ replacement protocol sheet. 29.09.2023
- 2) Bill details from: 09/2015 to 12/2024
- 3) Date of supply: 10.03.2015

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- 4) Category: LT/Irrigation
 - 5) Connected Load 3 KW
 - 6) Meter No – TPU041388
 - 7) Installed on: 29/09/2023 with IMR “0”
 - 8) CMR: meter defective
 - 9) The meter status:
 - 10) Facts of the complainant: Revision of bill
 - 11) As written version submitted by EE, NED Nuapada as follows:
 - The consumer complained provisional billing up to 08/2023.as per PVR report of MMG department the actual meter installation date.29.09.2023 consumer requested to consider his provisional billing and for rectification of his bill amount.

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 complained provisional billing up to 08/2023.as per PVR report of MMG department the actual meter installation date.29.09.2023 consumer requested to consider his provisional billing and for rectification of his bill amount.
- As per billing database the abnormal bill was served in the month of 01/2024 for 5 months for 20064 units after meter replacement taken place in the month of 09/2023.

The unit build in the month of 01/2024 for 5 months for a motor having capacity of 3 Kw, seems to be very unnatural and exaggerated. As there is no initial reading mentioned in meter change protocol submitted by MMG, Forum feels that there might be some reading in new meter at the time of replacement with the old defective one, amounting to such high unit billed in the month of 01/2024.

- There is also possibility that new meter might have replaced much earlier to the date of replacement punched in data base, amounting to such high unit billed in the month of 01/2024.

ORDER

31.01.2025

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 09/2023 to 01/2024 by taking IMR “20021” Kwh on 02/2024 and FMR as per the meter reading available in the month of 01/2025.

The case is disposed of accordingly.



Compliance report must be submitted to the Forum by February-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-February-25

Recd 31/1/25
B. NAIK
Co-Opted Member

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

[Signature]
R.K. NAIK
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Mannu Dandasena, At- Amlidadar, Po- Jenjera, Ps- Nuapada, Dist- Nuapada.
2. EE, NED Nuapada. 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."