



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/ 125⁽⁵⁾ Dated, the 29.02.2024

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

1	Case No.	Complaint Case No. 244/2023		
2	Complainant/s	Name & Address Sri Arjun Barik, Repr. By Bhajan Barik, At/ Po-Darlimunda, Dist-Nuapada.	Consumer No 9060-0101-1787	Contact No. 63714-80286
3	Respondent/s	Name Sri Akshaya Kumar Samal I/C A.M(F&C), Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.	Division Nuapada 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) 155 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	21.12.2023		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant ✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)
29.02.24

Co-Opted Member
GRF, Bhawanipatna | 4
29.2.24

PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna
29/02/24

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Place of Hearing: Khariar Road



Appeared:

1. **For the Complainant** – Sri Arjun Barik, Repr. By Sri Bhajan Barik, At/ Po-Darlimunda, Dist-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal i/c A.M(F&C), Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

Complaint Case No. 244/2023

Sri Arjun Barik,
Repr. By Bhajan Barik,
At/ Po-Darlimunda,
Dist-Nuapada.

COMPLAINANT

Con. No. 9060-0101-1787

-Versus-

Sri Akshya Kumar Samal i/c A.M(F&C),
Repr. for Sri Sambit Kumar Nanda,
EE, NED, Nuapada,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Arjun Barik AT/ P.O – Darlimunda, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court Khariar Road 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. **9060-0101-1787** under EE NED Nuapada.
- 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 (EE NED Nuapada) in its counter reply and course of hearing submitted as follows:



- 1) PVR
- 2) Date of supply 07-Jul-2015
- 3) Category: LT/ Irrigation Pumping and Agriculture
- 4) Bill Details: April 2018 to December 2023
- 5) Bill Summary : October 2015 to December 2023
- 6) Connected Load: 3 KW
- 7) Meter No- 10055961
- 8) Installed on: 26-Nov-2023
- 9) CMR: .04 KWH
- 10) Facts Revision of excess bill

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 provisional/average bill was raised and a new meter has installed on 26.11.2023.

ORDER
29.02.2023

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 for May-2022 to November- 2023 by taking one-year average consumption of new meter installed on 26/11/2023.

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- December- 2024.


B. NAIK
29.2.24

Co-Opted Member
Co-Opted Member


K.K. PATTNAIK
29.02.24

MEMBER (Fin.)
MEMBER


R.K. NAIK
29/02/24

PRESIDENT
PRESIDENT

Grievance Redressal Forum TPWODL, Bhawanipatna Grievance Redressal Forum TPWODL, Bhawanipatna Grievance Redressal Forum TPWODL, Bhawanipatna



Copy to: -

1. Sri Arjun Barik Repr. By Bhajan Barik AT/P.O- Darlimunda, Dist- Nuapada. Mob.No - 6371480286
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.”