



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/ 845^(S)

Dated, the 28.10.2024

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-402/2024																									
2	Complainant/s	Name & Address Sri Alekh Meher, At-Gambhariguda, Po-Gondabahali, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9060-0101-1883	Contact No. 95568-09909																							
3	Respondent/s	Name Sri Akshya Kumar Samal JFM, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.	Division Nuapada Electrical Division, TPWODL																								
4	Date of Application																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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>15. Others (Specify) -</td><td></td><td></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><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																	
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6. Others																											
8	Date(s) of Hearing	26.09.2024																									
9	Date of Order	28.10.2024																									
10	Order in favour of	Complainant	✓	Respondent																							
11	Details of Compensation awarded, if any.	Nil		Others																							

CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Sinapali
Appeared:**

1. **For the Complainant** – Sri Alekh Meher, At-Gambhariguda, Po-Gondabahali, Ps-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal JFM, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-402/2024

Sri Alekh Meher,
At-Gambhariguda,
Po-Gondabahali,
Ps-Sinapali,
Dist.-Nuapada.

Con. No. 9060-0101-1883

COMPLAINANT

Sri Akshya Kumar Samal JFM,
Repr. For Sri S. D. Parida,
EE, NED, Nuapada, TPWODL

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Alekh Meher, At- Gambhariguda, Po- Gondabahali, Ps- Sinapali, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Sinapali on dt. 26.09.24, 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-9060-0101-1883 under EE, NED, Nuapada
- 2) As complained by the complainant that the provisional bill was raised from date of power supply.
- 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) PVR: 04/10/2024
- 2) Bill details from January 2016 to August 2024
- 3) Date of supply: 23/12/2015

- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 3 KW
- 6) Meter No – 10056026
- 7) Installed on 24/11/2023 with IMR: "0"
- 8) CMR: 335 Kwh as on 04/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED, Nuapada as follows:

- The consumer prayed for re-calculation of his provisional billing. Consumer requested to consider of his current billing as per the actual meter reading by taking average consumption of 12 month 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 prayed for re-calculation of his provisional billing. Consumer requested to consider of his current billing as per the actual meter reading by taking average consumption of 12 month and for rectification of his bill amount.
- As per billing database bill revision towards high unit reversed was take in force on dtd. 31/03/2023.

ORDER

28.10.2024

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

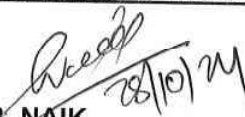
The OP is directed as follows:

- To revise the bill from 11/2021 to 10/2023 by taking one-year average consumption of new meter installed on 24/11/2023. Taking into consideration of the amount withdrawn against high unit reversal on dtd. 31.03.2023.

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-24


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
GRF, Bhawanipatna





Copy to: -

1. Sri Alekh Meher, At- Gambhariguda, Po- Gondabahali, Ps- Sinapali, 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.”