



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/ 455^(S)

Dated, the 31.07.2024

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-263/2024		
2	Complainant/s	Name & Address Sri Pusau sahu, At-Jhipabahal, Po-Sialatti, Ps-Komna, Dist.-Nuapada.	Consumer No 9060-0101-2198	Contact No. 96682-13146
3	Respondent/s	Name Sri Akshya Kumar Samal JFM, 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) <u>155</u> 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	20.06.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

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 Pusau sahu, At-Jhipabahal, Po-Sialatti, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal JFM, Repr. For Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-263/2024

Sri Pusau sahu,
At-Jhipabahal,
Po-Sialatti,
Ps-Komna,
Dist.-Nuapada.

Con. No. 9060-0101-2198

COMPLAINANT

Sri Akshya Kumar Samal JFM,
Repr. For Sri Sambit Kumar Nanda,
EE, NED, Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pusau Sahu, AT- Jhipabahal, Po- Sialatti, Ps- Komna, 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. 20.06.24, 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- **9060-0101-2198** under EE, NED, Nuapada.
- 2) As complained by the complainant the abnormal bill was raised in the month of 02/2023.
- 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 (EE, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

TPWODL
Bhawanipatna, 751001



- 1) PVR: 09/07/2024
- 2) Bill details from July 2016 to June 2024
- 3) Date of supply 10/06/2016
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 3 KW
- 6) Meter No -10055818
- 7) Installed on 02/01/2024 and IMR "0"
- 8) CMR: 2559 as on 09/07/2024
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by EE, NED, Nuapada as follows:
 - The consumer has complained for sudden hike in bill amount in the month of February 2023. The consumer has not been getting his bills from March 2021 to February 2023.

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 has complain for sudden hike in bill amount in the month of February 2023. The consumer has not been getting his bills from March 2021 to February 2023.
- As per billing database the was stopped from 08/2018 to 03/2023 & an abnormal bill was raised in the month of 02/2023 of 7884 units.

ORDER **31.07.2024**

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 abnormal bill raised in the month of 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-August-24


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pusau Sahu, AT- Jhipabahal, Po- Sialatti, Ps- Komna, 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.”

GRF BHAWANIPATNA