



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

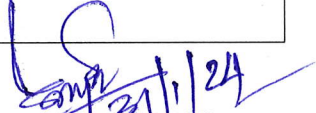
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/_____ Dated, the _____

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

1	Case No.	Complaint Case No. 125/2023		
2	Complainant/s	Name & Address Sri Girish Kumar Sahu, Ward No-11, At-Khariar Road, P.O-Khariar Road, P.S-Nuapada, Dist.-Nuapada.	Consumer No 9060-0101-3232	Contact No. 81146-71671
3	Respondent/s	Name Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, 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	08.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar Road

Appeared:

For the Complainant – Sri Girish Kumar Sahu, Ward No-11, At-Khariar Road, P.O-Khariar Road, P.S-Nuapada, Dist.-Nuapada.

For the Respondent – Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, TPWODL.

Complaint Case No. 125/2023

Sri Girish Kumar Sahu,
Ward No-11, At-Khariar Road,
P.O-Khariar Road,
P.S-Nuapada,
Dist.-Nuapada.
Con. No. 9060-0101-3232

COMPLAINANT

-Versus-

Sri Sambit Kumar Nanda,
EE, NED, Nuapada, TPWODL
Repr. By Akshaya Kumar Samal, JM
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Girish Kumar Sahoo, At: Ward No.11, Khariar Road, Po-Khariar Road, 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 in brief as follows:

- 1) The complainant has appeared before the forum for billing dispute of his LT/Irr supply with CD of 3 KW having consumer No. 9060-0101-3232 under EE, 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 withdraw the excess billing due to wrong meter reading in the month of July-2023.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) Billing abstract from May-2018 to December-2023.

- 2) PVR
3) Date of supply: 01/03/2018
4) Category: LT/ IRR
5) Connected Load: 3 KW
6) Meter No: 10021204
7) Installed on: 11.02.2023
8) CMR: 1901 KwH on dtd. 08.01.2024
9) Fact of the Complainant: Bill Revision.
10) As per written version has submitted by EE, NED, Nuapada as follows:
- The consumer's power supply was disconnected from November-2018 to September-2022 but the consumer was billed during June-2022 for 5260 units, of Rs.8647.80.



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:

- 1) The complainant reiterated for excess billing. The OP submitted that from November-2018 to September-2022 but the consumer was billed during June-2022 for 5260 units, of Rs.8647.80.

ORDER

31.01.2024

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

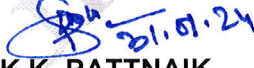
The OP is directed as follows:

- To revise the bill from 06/2022 to 02/2023 by taking 1-year average consumption of new meter installed on 11.02.2023

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- March-24.


K.K. PATTNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Copy to: **Member (Fin.)**
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

1. Sri Girish Kumar Sahoo, At: Ward No.11, Khariar Road, Po- Khariar Road, 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