



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/ 343⁽⁵⁾

Dated, the 30.05.2024

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-120/2024		
2	Complainant/s	Name & Address Sri Hiteswar Singh Majhi, At-Bramhini, Po-Kendubahal, Ps-Dharambandha, Dist.-Nuapada.	Consumer No 9060-0101-4303	Contact No. 73544-55535
3	Respondent/s	Name Sri Akshya Kumar Samal I/C A.M (F&C), Repr. for Sri Sambit Kumar Nanda, EE, NEED, Nuapada, TPWODL.	Division Nuapada Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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 <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		
8	Date(s) of Hearing	13.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan
20/5/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri Kamala Kanta Pattnaik
30.05.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Hiteswar Singh Majhi, At-Bramhini, Po-Kendubahal, Ps-Dharambandha, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal I/C A.M (F&C), Repr. for Sri Sambit Kumar Nanda, EE, NEED, Nuapada, TPWODL.

Complaint Case No. BPT-120/2024

Sri Hiteswar Singh Majhi,
At-Bramhini,
Po-Kendubahal, Ps-Dharambandha,
Dist.-Nuapada.
Con. No.9060-0101-4303

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Hiteswar Singh Majhi, At- Brahmani, Po- Kendubahal, Ps- Dharambandha, 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. 13.03.24, 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 9060-0101-4303 under EE, NED Nuapada.
- 2) As complained by the complainant abnormal bill of 18751 units was raised on 09/2023.
- 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:

- 1) Test by MRT Testing Engineer Nuapada.
- 2) Billing Abstract from June 2020 to February 2024.



- 3) Date of supply 12/10/2019
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load 3 KW
- 6) Meter No- TPU018013
- 7) Installed on 01/09/2023 with IMR: 0
- 8) CMR: 26895 Kwh as on 22/04/2024
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE, NED Nuapada as follows:
 - The consumer complained an abnormal bill was raised in the month of 09/2023 of Rs. 29,089/-.
 - As per billing database meter change on dtd. 01/09/2023, but as per consumer meter changed on far before 09/2023.

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 abnormal billing. The OP submitted that the consumer complained an abnormal bill was raised in the month of 09/2023 of Rs. 29,089/-.
- As per billing database meter changed on dtd. 01/09/2023, but as per MRT meter change protocol report the meter was changed on 31.10.2022.

ORDER
30.05.2024

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

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- To revise the bill by way of recasting from 10/2022 to 09/2023 with IMR "0" Kwh on 10/2022 and FMR "18643" Kwh on 09/2023.

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- June-24

[Signature]
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

[Signature]
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Hiteswar Singh Majhi, At- Brahmani Po- Kendubahal, Ps- Dharambandha, Dist- Nuapada Mob. No- 735444-55535
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."