



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/ 139⁽⁵⁾

Dated, the 19-03-2024

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-40/2024		
2	Complainant/s	Name & Address Sri Mahendra Rout, At-Bhaisadarha, Po-Kendubahara, Ps-Nuapada, Dist-Nuapada.	Consumer No 9060-0101-5502	Contact No. 77356-81370
3	Respondent/s	Name Sri Akshya 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) <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	19.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

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 Mahendra Rout, At-Bhaisadarha, Po-Kendubahara, Ps-Nuapada, 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. BPT-40/2024

Sri Mahendra Rout,
At-Bhaisadarha
Po-Kendubahara
Ps-Nuapada,
Dist-Nuapada.
Con. No. **9060-0101-5502**

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Mahendra Rout AT- Bhaisadarha. P.O- Kendubahal 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.19.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ IRR supply with CD of 3 KW having consumer No. **9060-0101-5502** 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 withdraw the wrong 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) Billing Abstract from March 2021 to December 2023
- 3) Date of supply 04-Mar-2018



- 4) Category: LT/ IRRIGATION PUMPING AND AGRICULTURE
- 5) Connected Load: 3 KW
- 6) Meter No- TPU018189
- 7) Installed on: 18.02.2022 with IMR: "0" Kwh
- 8) CMR: "4203" Kwh on Dtd. 10.02.2024 as per PVR
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by EE, NED, Nuapada as follows:
 - The date of supply as per database is wrong whereas the agreement is executed on dtd. 04.03.2021.

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 stated that the date of supply as per database is wrong whereas the agreement is executed on dtd. 04.03.2021.
- As per billing database a bill revision towards defective period bill revision from MAR-18 to JAN-22 has effect on dtd. 07.11.2023 & 22.11.2023.
- As per billing database the meter was installed on the complainant premises on dtd. 18.02.2022.
- As per billing database the billing status appears disconnected, whereas as per PVR dtd. 10.02.2024 the meter status is Ok.

ORDER
19.03.2024


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 bill revision towards defective period bill revision from MAR-18 to JAN-22 has effect on dtd. 07.11.2023 & 22.11.2023.
- To revise the bill by way of recasting with IMR "0" Kwh on 02/2022 and FMR "4203" Kwh on 10.02.2024.
- To revise the bill from 03/2021 to 02/2022 by taking average consumption of present meter with IMR "0" Kwh on 03/2022 and FMR "4203" Kwh on 10/02/2024.
- To serve the actual bill to the complainant with actual meter reading.

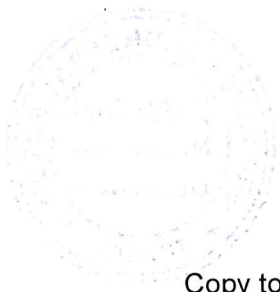
The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.
Compliance Month- April-24.


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

3. Sri Mahendra Rout AT- Bhaisadarha, P.O- Kendubahara Dist- Nuapada.
4. EE NED, Nuapada, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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