



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/ 128^(S)

Dated, the 29.02.2024

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

1	Case No.	Complaint Case No. 243/2023		
2	Complainant/s	Name & Address The President Mundagaon P.P, Repr. By Jogeswar Sahu, At-Mundagaon, Po- Khariar Road, Dist-Nuapada.	Consumer No. 9060-0102-0306	Contact No. 76059-66501
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 Ellectrical 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	21.12.2023		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

[Signature]
MEMBER (Fin.)

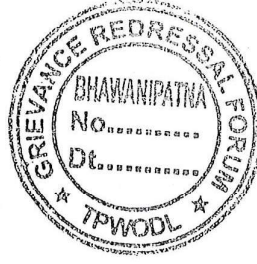
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
Co-Opted Member
GRF, Bhawanipatna

[Signature]
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – The President Mundagaon P.P, Repr. By Jogeswar Sahu, At- Mundagaon, Po-Khariar Road, 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. 243/2023

The President Mundagaon P.P,
Repr. By Jogeswar Sahu,
At-Mundagaon,
Po-Khariar Road,
Dist-Nuapada.

COMPLAINANT

Con. No. 9060-0102-0306

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer The President Mundagaon P.P Rep- President Jogeswar Sahoo AT- Mundagaon P.O -Gotma 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 bill dispute of his LT/Irrigation supply with CD of 9.5 KW having consumer No. **9060-0102-0306**, 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 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
- 2) Bill summary from July 2012 to December /2023
- 3) Bill detail 04/2018 to 12/2023
- 4) Date of supply: 11-Jun-2012
- 5) Category: LT/ Irrigation Pumping and Agriculture
- 6) Connected Load: 9.5 KW
- 7) Meter No- 10015830
- 8) Installed on: 01-Jan-2023
- 9) CMR:.5.06 KWH
- 10)Facts: Revision of bill
- 11)As written version submitted by EE, NED, Nuapada as follows:
 - The consumer was billed on provisional basis from 10/2015 to 01/2019.
 - The consumer was credited a sum of Rs. 19,158/-

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 was billed on provisional basis from 10/2015 to 01/2019. And a sum of Rs. 19158/- was credited in complainant account towards bill revision.

ORDER 29.02.2024

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:

- The bill revision has already been considered; no further revision has required.

The case is disposed of accordingly. The case has Dropped.

Received
29.2.24
B. NAIK
CO-OPTED MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

29.02.24
K.K. PATNAIK
MEMBER (FIN)
Grievance Redressal Forum
TPWODL, Bhawanipatna

Kanoo
29/2/24
R. BANAIK
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Copy to: -

1. The President Mundagaon P.P President – Jogeswar Sahoo AT- Mundagaon P.O
Gotma Dist- Nuapada. M.No 7605966501
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 BHAWANIPATRA