

GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA
PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

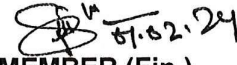
BENCH:

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

Memo No. GRF/BPT/Order/ 101¹⁵ Dated, the 01.02.2024

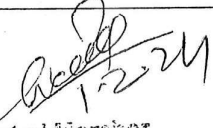
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

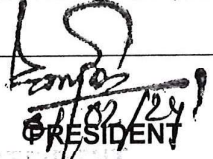
1	Case No.	Complaint Case No. 240/2023		
2	Complainant/s	Name & Address The President Rengali P.P, Repr. By Sri Gokulananda Sabar, At-Reng, Po-Kureswar Dist-Nuapada.	Consumer No 9060-0102-0406	Contact No. 99387-27050
3	Respondent/s	Name Sri Akshya Kumar Samal i/c A.M(F&C) Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada TPWODL.	Division Nuapada Ellectrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	√
		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	20.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna 114


PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Komna

Appeared:

1. **For the Complainant** – The President Rengali P.P, Repr. By Sri Gokulananda Sabar, At-Rengali, Po-Kureswar Dist-Nuapada.
2. **For the Respondent** –Sri Akshya Kumar Samal, I/CA.M(F&C) Repr. For Sri Sambit Kumar Nanda, EE, NED, Nuapada TPWODL.

Complaint Case No. 240/2023

The President Reng P.P,
Repr. By Sri Gokulananda Sabar,
At-Reng,
Po-Kureswar
Dist-Nuapada.
Con. No. 9060-0102-0406

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer The President Reng II P.P Rep by Sri Gokulananda Sabar AT- Rengali, P.O -Kureswar 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. **9060-0102-0406** 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 Details : July 2018 to December 2023
- 3) Date of supply: 01-Nov-2017
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load: 9.5 KW
- 6) Meter No- 10010900
- 7) Installed on: 07-Nov-2022
- 8) CMR:.8585.64 KWH
- 9) Facts of the complaint: Revision of bill
- 10)As per written version submitted by EE Nuapada as follows:

- From 07/2018 to 10/2022 the bill was raised in provisional basis.

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 provisional bill was raised from 07/2018 to 10/2022.

ORDER
01.02.2024

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:

- To revise the bill from 07/2018 to 10/2022 by taking average 1 year consumption of present meter (i.e. IMR "0" KwH on 11/2022 and FMR "8420" KwH on 10/2023).

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-2024.

B. NAIK
12.24
B. NAIK
CO-OPTED MEMBER

K.K. PATTNAIK
01.02.24
K.K. PATTNAIK
MEMBER (Fin.)

R.P. NAIK
02/24
R.P. NAIK
PRESIDENT

Grievance Redressal Forum TPWODL, Bhawanipatna
Grievance Redressal Forum TPWODL, Bhawanipatna
Grievance Redressal Forum TPWODL, Bhawanipatna

Copy to: -

1. The President Rengali II P.P Repr. By Sri Gokulananda Sabar, AT- Rengali, P.O- Kureswar Dist- Nuapada. Mob. No - 9938727050
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