



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 103⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 241/2023		
2	Complainant/s	Name & Address Sri Arun Kumar Hota, At-Utva, Po-Agren Dist-Nuapada.	Consumer No 9060-0103-0187	Contact No. 99385-07563
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 _____ 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 <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
Co-Opted Member
GRF, Bhawanipatna

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[Signature]
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Komna

Appeared:

1. **For the Complainant** – Sri Arun Kumar Hota, At-Utva, Po-Agren 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. 241/2023

Sri Arun Kumar Hota,
At-Utva,
Po-Agren,
Dist-Nuapada.
Con. No. 9060-0103-0187

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 Sri Arun Kumar Hota, AT-Utva, P.O-Agren, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Komna on dtd. 20.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/SI supply with CD of 8 KW having consumer No. **9060-0103-0187** 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 abnormal bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR
- 2) Billing Abstract from Feb-01 to Dec-23
- 3) Date of supply: 18.02.2000
- 4) Category: LT/ SI
- 5) Connected Load: 8 KW



- 6) Meter No- TPU010020
- 7) Installed on: 08/2023
- 8) CMR: 6602 KWH on 08.01.2024
- 9) Facts: Revision of bill
- 10) As written version submitted by EE Nuapada as follows:
 - The consumer was billed on provisional basis from 04/22 to 07/23.
 - Meter was changed during 08/2023 and 5642 units was billed during August-2023.
 - The provisional billing amount was not adjusted.

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 provisional / abnormal billing. The OP submitted that the consumer was billed on provisional basis from 04/22 to 07/23. Meter was changed during 08/2023 and 5642 units was billed during August-2023. The provisional billing amount was not adjusted.

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 04/2022 to 08/2023 by taking the 6 months average consumption of present meter (i.e. IMR "5257" KwH on 08/2023 and FMR "7775" KwH on 01/2024).

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.

Receipt
12/24
B. NAIK
CO-OPED MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

51.02.24
K.K. PATTNAIK
MEMBER (Fin.)

15/02/24
R.K. NAIK
PRESIDENT
PRESIDENT

Copy to: -

1. Sri Arun kumar Hota AT- Ulva P. O -Agren Dist- Nuapada .M.No 9938507563
2. EE NEED 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."