



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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### BENCH:

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

Memo No. GRF/BPT/Order/\_\_\_\_\_ Dated, the \_\_\_\_\_

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

|    |  |  |  |                            |
|----|--|--|--|----------------------------|
| 1  | Case No.                                     | Complaint Case No. 129/2023  |  |                            |
| 2  | Complainant/s                                | Name & Address<br>M/S- Badshah Complex, Repr By Abdul Hussain, Orissa Auto Spares, Ward No-11, At-Khariar Road, P.O-Khariar Road, P.S-Nuapada, Dist.-Nuapada.  | Consumer No<br>9060-0105-0239                        | Contact No.<br>94374-27022 |
| 3  | Respondent/s                                 | Name<br>Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, TPWODL.  | Division<br>Nuapada Electrical Division,<br>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<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>6. Others |  |                            |
| 8  | Date(s) of Hearing                           | 08.11.2023   |  |                            |
| 9  | Date of Order                                | 31.01.2024   |  |                            |
| 10 | Order in favour of                           | Complainant  | √ Respondent   | Others                     |
| 11 | Details of Compensation awarded, if any.     | Nil  |  |                            |

  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Khariar Road

**Appeared:**

**For the Complainant** – M/S- Badshah Complex, Repr By Abdul Hussain, Orissa Auto Spares, Ward No-11, At-Khariar Road, P.O-Khariar Road, P.S-Nuapada, Dist.-Nuapada.

**For the Respondent** – Sri Sambit Kumar Nanda, EE, NED, Nuapada, Repr. By Akshaya Kumar Samal, JM, TPWODL.

**Complaint Case No. 129/2023**

M/S- Badshah Complex, Repr By Abdul Hussain,  
Orissa Auto Spares, Ward No-11, At-Khariar Road,  
P.O-Khariar Road,  
P.S-Nuapada,  
Dist.-Nuapada.  
**Con. No. 9060-0105-0239**

**COMPLAINANT**

**-Versus-**

Sri Sambit Kumar Nanda,  
EE, NED, Nuapada, TPWODL  
Repr. By Akshaya Kumar Samal, JM  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer M/s. Badsaha Complex, C/o. Fazal Hussain, At: Orissa Auto Spares, Saraipali, Ward No.11, Khariar Road, Po- Khariar Road, 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 withdraw the bill raised during the disconnection period of his LT/GP supply with CD of 5 KW having consumer No. **9060-0105-0239** 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 excess billing due to wrong meter reading.





**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) Billing abstract from December-2011 to December-2023.
- 2) PVR
- 3) Date of supply: 13/12/2011
- 4) Category: LT/ GP
- 5) Connected Load: 5 KW
- 6) Meter No: 10011464
- 7) Installed on: 07.11.2022
- 8) CMR: 1092 on dtd. 08.01.2024
- 9) Fact of the Complainant: Bill Revision.
- 10) As written version has submitted by EE, NED, Nuapada as follows:
  - The meter was changed in the consumer premises during November-2022 vide meter no. 10011464.
  - Previously the consumer was billed on actual meter reading basis, but during the meter change month the consumer was billed for 353 units.

**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:

- 1) The complainant reiterated for excess billing due to wrong meter reading. The OP submitted that previously the consumer was billed on actual meter reading basis, but during the meter change month the consumer was billed for 353 units.
- 2) During meter change on the month of 05/2022, the old meter FMR is wrongly recorded as 2856 Kwh instead of 2631 Kwh (as per meter change protocol sheet submitted by MRT).

**ORDER**

**31.01.2024**

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 for the month 11/2022 with IMR "2596" Kwh and FMR "2631" Kwh.

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- February-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)

Member (Fin.)  
GRF, Bhawanipatna

  
R.K. NAIK  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. M/S- Badshah Complex, Repr By Abdul Hussain, Orissa Auto Spares, At: Ward No.11, Khariar Road, Po- Khariar Road, Dist. Nuapada.
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