



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/ 378⁽⁵⁾

Dated, the 11.06.2024

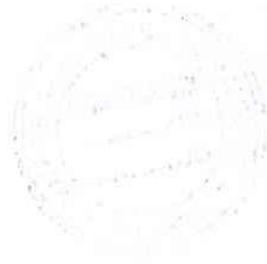
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-203/2024		
2	Complainant/s	Name & Address Sri Rajesh Gupta, At-Sakhatara, Po/Ps- Nuapada, Dist.-Nuapada.	Consumer No 9060-0105-0630	Contact No. 97779-97335
3	Respondent/s	Name Sri Abhinash Biswal, 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 _____ 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	25.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Rajesh Gupta, At-Sakhatara, Po/Ps-Nuapada, Dist.- Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, Repr. For Sri Sambit Kumar Nanda, EE NED, Nuapada, TPWODL.

Complaint Case No. BPT-203/2024

Sri Rajesh Gupta,
At-Sakhatara,
Po/Ps-Nuapada,
Dist.-Nuapada.
Con. No.9060-0105-0630

COMPLAINANT

Sri Abhinash Biswal, Repr. For
Sri Sambit Kumar Nanda,
EE NED, Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Rajesh Gupta, At- Sakhatara, PO- Nuapada, Ps- Nuapada, 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. 25.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ G P supply with CD of 5 kw having consumer No **9060-0105-0630** under EE, NED Nuapada.
- 2) As complained by the complainant abnormal bill was raised in 08/2021.
- 3) 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, NED Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR on date 06.05.2024
- 2) Billing Abstract from July 2018 to April 2024
- 3) Date of supply 20/07/2018
- 4) Category: LT/ General Purpose



- 5) Connected Load 5 KW
- 6) Meter No- 10001926
- 7) Installed on: 23/09/2022 with IMR "0"
- 8) CMR: NA
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by EE, NED Nuapada as follows:
 - The bill was abnormal in the month of 08/2021 and current bill of Rs.24808.96 was served to the consumer in the same month with meter no WVT00686.

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 abnormal billing. The OP submitted that the bill was abnormal in the month of 08/2021 and current bill of Rs.24808.96 is served to the consumer in the same month with meter no WVT00686.
- As per billing database 3163 units was billed in the month of 08/2021, which seems to be suppressed meter reading.

ORDER
11.06.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


- To revise the bill by way of recasting from 07/2018 to 08/2022 with IMR "0" kWh on 07/2018 and FMR "12526" kWh on 08/2022.

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- July-24.


B. NAIK
Co-Opted Member
G.R.F. Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
G.R.F. Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Rajesh Gupta, At- Sakhatara, PO- Nuapada, Ps- Nuapada, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."