



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/ 175⁽⁵⁾ Dated, the 30.03.2024

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-42/2024		
2	Complainant/s	Name & Address Sri Ashok Kumar Dixit, At/Po-Sarabong, Ps-Nuapada, Dist-Nuapada.	Consumer No 9060-0105-0667	Contact No. 99376-37451
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 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) 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	19.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

CO- OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. For the Complainant – Sri Ashok Kumar Dixit, At/Po-Sarabong, Ps-Nuapada, 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. BPT-42/2024

Sri Ashok Kumar Dixit,
At/Po-Sarabong,
Ps-Nuapada,
Dist-Nuapada.
Con. No. 9060-0105-0667

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ashok Kumar Dixit, AT- Sarabong. P.O- Sarabong 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.19.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ IRR supply with CD of 7 KW having consumer No. 9060-0105-0667 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) Billing Abstract from May 2019 to December 2023
- 3) Date of supply: 24-May-2019



- 4) Category: LT/ IRRIGATION PUMPING AND AGGRICULTURE
- 5) Connected Load: 7 KW
- 6) Meter No- 10057210
- 7) Installed on: 01.12.2023 with IMR: "0"
- 8) CMR: 380 KwH ON Dtd. 10.02.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by EE, NED, Nuapada as follows:

- Provisional bill was served to consumer from 07/2021 to 11/2023.

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 stated that the provisional bill was served to consumer from 07/2021 to 11/2023.

ORDER
30.03.2024

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 07/2021 to 11/2023 by taking 1-year average consumption of new meter installed on 12/2023.

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- December-24.

Noted 22/3/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Ashok Kumar Dixit, AT- Sarabong, P.O- Sarabong, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."