



## 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 \_\_\_\_\_

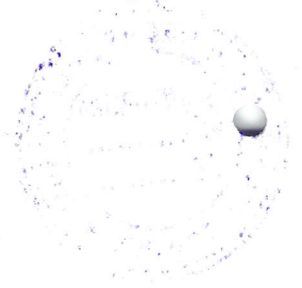
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 120 /2023		
2	Complainant/s	Name & Address Sri Harikesh Jal, M/S- Jal Brothers Poultry Farm, At- Kamkeda, P.O- Nuageon, P.S-Nuapada, Dist.-Nuapada.	Consumer No 9060-0110-0021	Contact No. 99382-18206
3	Respondent/s	Name Sri Akshya Kumar Samal, 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	07.11.2023		
9	Date of Order	30.01.2024		
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: Nuapada

**Appeared:**

1. **For the Complainant** – Sri Harikesh Jal, M/S- Jal Brothers Poultry Farm, At- Kamkeda, P.O-Nuageon, P.S-Nuapada, Dist.-Nuapada
2. **For the Respondent** – Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

**Complaint Case No. 120/2023**

Sri Harikesh Jal, M/S- Jal Brothers Poultry Farm,  
At- Kamkeda,  
P.O-Nuageon,  
P.S-Nuapada  
Dist.-Nuapada  
Con. No. 9060-0110-0021

**COMPLAINANT**

**-Versus-**

Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda,  
EE, NED, Nuapada,

TPWODL,

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant Sri Harikesh Jal (Prop. M/s Jal Brother Poultry Farm) appeared before the Forum during the camp court held at Nuapada on dt. 07/11/2023 for abnormal billing done of 66804 units amounting to Rs 111353.78 in the month of August-2023 against the poultry farm owned by him before installation of a new meter on date 11/09/2023.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding abnormal billing done amounting to Rs 111353.78 against the poultry farm owned by him in the month of 08/2023 before installation of new meter on date 11/09/2023. He requested to withdraw the abnormal bill and to revise as per the consumption pattern of the presently installed meter.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (JFM F&C NED Nuapada) has submitted the following documents:

a) A written Statement, stated that:

- The date of power supply is 25/02/2019.
- Category is HT Allied Agriculture Activities.
- Connected load is 70 KW.



- Meter Number is TWH20183 with CMR 265.72 KWH.
  - The consumer was billed on provisional basis from April-2022 to July-2023.
  - Consumer was billed during Aug-23 for 66804 units for Rs 111353.78.
- b) PVR Dtd. 08/01/2024 was submitted mentioning CMR as "265.79" Kwh and meter status 'OK'.

### **OBSERVATIONS OF THE FORUM**

From the database and statement as submitted by JFM (F&C), NED, the Forum observed that absurd billing was done with 66804 units in the month of August-2023, which is neither based on FMR of old meter nor the consumption of the new meter for the month of August-2023. Old meter, having Sl. No. WEG0526, was defective and not recording the consumption from the date of installation i.e. 26/04/2022 to the date of replacement i.e. 11/09/2023. The consumer has also cleared all EC bills up to July-2023 served to him. So, the bill with 66804 units served to the consumer in the month of August-2023 seems to be illogical. The consumer was also aggrieved for such high bill served to him in a single month. So, the absurd bill needs to be revised.

**ORDER**  
**30.01.2024**


Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.  
Direction of the Forum:

To revise the bill for the month of August-2023 taking six months average consumption of the present meter installed on 11/09/2023.

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-24.**

  
**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
**Member (Fin.)**  
**GRF, Bhawanipatna**

  
**R.K. NAIK**  
**PRESIDENT**  
**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

1. Sri Harikesh Jal (Prop. M/s Jal Brother Poultry Farm), At: Kamkeda, Po: Nuagaon, Dist.- Nuapada.
2. EE, NED, TPWODL, Nuapada.
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."



(117) and 114  
11/11/11