



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/ 457^(G) Dated, the 31.07.2024

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-261/2024		
2	Complainant/s	Name & Address Sri Balkishan Agrawal, Repr. By Sri Ayush Agrawal, At/Po-Khariar, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-2102-0955	Contact No. 87662-02477
3	Respondent/s	Name Sri Akshya Kumar Samal JFM, Repr. For Sri Nanda Kumar Nag, SDO Elect. Khariar, 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 <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others		
8	Date(s) of Hearing	19.06.2024		
9	Date of Order	31.07.2024		
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: Khariar
Appeared:

1. **For the Complainant** – Sri Balkishan Agrawal, Repr. By Sri Ayush Agrawal, At/Po-Khariar, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal JFM, Repr. For Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-261/2024

Sri Balkishan Agrawal,
Repr. By Sri Ayush Agrawal,
At/Po-Khariar,
Ps-Khariar,
Dist.-Nuapada.

Con. No. 9061-2102-0955

COMPLAINANT

Sri Akshya Kumar Samal JFM,
Repr. For Sri Nanda Kumar Nag,
SDO Elect. Khariar,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Balkishan Agrawal, Repr. by Sri Ayush Agrawal, AT-Khariar, Po/Ps- Khariar, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar on dt. 19.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 2.50 KW having consumer no- **9061-2102-0955** under SDO Elect. Khariar.
- 2) As complained by the complainant that the wrong bill revision was done during the month of 06/2023.
- 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 re-revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/06/2024



- 2) Bill details from February 2008 to February 2019
- 3) Date of supply 26/02/2008
- 4) Category: LT/Domestic
- 5) Connected Load 2.50 KW
- 6) Meter No – 300050536
- 7) Installed on 01/05/2023 with IMR: "0"
- 8) CMR: 8205 Kwh as on 28/06/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill

11) As written version submitted by SDO Elect. Khariar as follows:

- The consumer complaining about high amount of billing during 06/2023 due to revision of bill from 01/05/2023 to 30/06/2023 (meter change case) at 2458 units an amounting of Rs. 14132.56 is debited due to late updating of meter data.
- The actual date of installation of the meter predates the date mentioned in database. The new meter is clearly visible in the photo uploaded by the meter reader during bill generation on 15.02.2023.
- After verification of record, it was found that the actual installation date is 15.01.2023.

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 consumer complaining about high amount of billing during 06/2023 due to revision of bill from 01/05/2023 to 30/06/2023 (meter change case) at 2458 units an amounting of Rs. 14132.56 is debited due to late updating of meter data on dtd 06.07.2024.
- The actual date of installation of the meter predates the date mentioned in database. The new meter is clearly visible in the photo uploaded by the meter reader during bill generation on 15.02.2023.
- As per test report submitted by MMG on dtd. 01.07.2024 that the actual installation date is 15.01.2023 and wrongly appeared in database during the month of 01.05.2023.

ORDER **31.07.2024**

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 by way of recasting from 01/2023 to 06/2023 with IMR "0" Kwh on 01/2023 and FMR "2827" Kwh on 06/2023.
- To withdraw the earlier bill revision towards delay meter updating was effect on dtd 06.07.2023.



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- August-24


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Balkishan Agrawal, Repr. by Sri Ayush Agrawal, AT- Khariar, Po/Ps- Khariar, Dist- Nuapada
2. SDO Elect. Khariar, TPWODL.
3. EE, NED, Nuapada.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”