



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 397^(B)

Dated, the 28.06.2024

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-218/2024		
2	Complainant/s	Name & Address Sri Ghanashyam Meher, At-Laxminagar (Gadramunda), Po-Chindaguda, Ps- Khariar, Dist.-Nuapada.	Consumer No 9061-2102-1668	Contact No. 94373-62107
3	Respondent/s	Name 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 _____ 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	15.05.2024		
9	Date of Order	28.06.2024		
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.)

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar

Appeared:

1. **For the Complainant** – Sri Ghanashyam Meher, At-Laxminagar (Gadramunda), Po-Chindaguda, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-218/2024

Sri Ghanashyam Meher,
At-Laxminagar (Gadramunda),
Po-Chindaguda, Ps-Khariar,
Dist.-Nuapada.

Con. No.9061-2102-1668

COMPLAINANT

Sri Nanda Kumar Nag,
SDO Elect. Khariar,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Ghanashyam Meher At- Laxminagar, Gadramunda, P.O- Chindaguda, Ps- Khariar, Dist- Nuapada, comes 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. 15.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for billing in wrong tariff of his LT/ Dom supply with CD of 2 KW having consumer no- **9061-2102-1668** under SDO Elect. Khariar.
- 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 (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 27/05/2024
- 2) Bill details from June 2018 to April 2024
- 3) Date of supply 04/06/2018
- 4) Category: LT/Domestic



- 5) Connected Load 2 KW
- 6) Meter No- TWSP51060365
- 7) Installed on 19/10/2023 with IMR: "0"
- 8) CMR: 1316 Kwh as on 27/05/2024
- 9) Facts of the complainant: Revision of bill for tariff change

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

- The consumer's bill had been converted to GP tariff due to theft of energy as well as meter temper detected on 09/10/2023 for use for non-domestic purpose (beyond 20% of CD of Domestic connection as per regulation 138(a) of OERC distribution (condition of supply) code 2019). The GP load extended from domestic supply was disconnected on 10/10/2023. A new meter was installed in domestic connection on 19/10/2023. But billing was continued in GP tariff on provisional basis due to meter mismatch. Penalty against theft case was finalised on 21/02/2024 and consumer paid the final amount of RS 98710/- on 22/04/2024. Meter no. mismatch was rectified on 22/04/2024. Tariff was rectified from GP to Dom after clearing electricity dues on 09/05/2024. There is a scope of bill revision for tariff changed period from 19/10/2023 to 06/05/2024 as total load is used for domestic purpose for the said period.

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 revision of bill in domestic tariff instead of GP tariff.
- The OP has submitted in his written version that there is scope of bill revision for tariff change from 19/10/2023 to 06/05/2024 as total load is used for domestic purpose only on the above context.
- Bill revision was done from 10/2023 to 02/2024 due to delay meter updating and sundry of Rs 2697.55 was debited to consumer account on dt 22/04/2024.

ORDER

28.06.2024

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 October-2023 to April-2024 in Domestic tariff taking IMR as '0' on October-2023 and FMR as 1316 on April-2024 reversing the sundry given on dt 22/04/2024.

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

Recd
28/6/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)

LS
28/6/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Ghanashyam Meher At- Laxminagar, Gadramunda, P.O- Chindaguda, Ps- Khariar, Dist- Nuapada
2. SDO Elect. Khariar, TPWODL.
3. EE, NED Nuapada, TPWODL.
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.”