



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/ 221^(S) Dated, the 05.04.2024

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-62/2024		
2	Complainant/s	Name & Address Sri Bidya Bhusan Das, Repr. By Sri Rabi Sankar Das, At/Po-Tukla, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-2103-0251	Contact No. 97772-23107
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) –	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	07.02.2024		
9	Date of Order	05.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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 Bidya Bhusan Das, Repr. By Sri Rabi Sankar Das, At/Po-Tukla, Ps-Khariar, Dist.-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-62/2024

Sri Bidya Bhusan Das,
Repr. By Sri Rabi Sankar Das,
At/Po-Tukla,
Ps-Khariar,
Dist.-Nuapada.
Con. No.9061-2103-0251

COMPLAINT

Sri Nanda Kumar Nag,
SDO Elect. Khariar
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

During the camp court held on 07/02/2024 at Khariar Subdivision office, the Complainant Sri Rabi Sankar Das (for Bidyabhusan Das) appeared before the Forum for abnormal billing generated for 11390 units in the month of September-2021.

Previous Complain, if any:

Not available.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding wrong billing generation in September-2021 with 11390 units, although a meter having SI No-WLT219779 was installed on dt. 15/09/2021. He requested to revise the wrong billing as per actual consumption.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (SDO Elect. Khariar) in his counter replay and course of hearing, submitted as follows:

- Date of supply is : 11/12/2002.
- Category : LT/Domestic
- Connected load : 1.00 KW
- Meter No : WLT219779
- Date of installation : 15-Sept-2021
- Fact of the complaint: Revision of bill



- Billing abstract : from March-2003 to Jan-2024.
- As per written version of SDO Elect. Khariar, consumer bill has been wrongly generated for 11390 units whereas actual reading captured in data base was 267 units after installation of new meter.

OBSERVATIONS/FINDINGS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement, the forum observed as follow:

- Consumer was aggrieved with excess billing done in the month of Sept-2021 for 11390 units. A new meter was installed on 15/09/2021 and reading was captured as 267 units at the end of the month. Instead of generating EC bill for 267 units for the month of September-2021, bill was generated for 11390 units which is absurd and illogical.

ORDER 05.04.2024

Based on the 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 of September-2021 taking IMR as '0' and FMR as '267'.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Condition of supply) Code 2019.

Case is disposed of accordingly.

Compliance Month- May-24.

Compliance report must be submitted to the Forum by the opposite party after compliance of the order, otherwise it will be treated as non-compliance.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bidyabhusan Das, Repr. by Rabi Sankar Das, At/Po-Tukla, Dist-Nuapada.
2. SDO Elect. Khariar
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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."