



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/ 1380

Dated, the 19.03.2024

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-51/2024		
2	Complainant/s	Name & Address Sri Ghanashyam Meher, Repr. for Sri Laba Agarwal, At-Sikuan, Po-Khariar, Dist- Nuapada.	Consumer No 9061-3204-0091	Contact No. 97778-74109
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	✓
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 <u></u>		
8	Date(s) of Hearing	24.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Ghanashyam Meher, Repr. for Sri Laba Agarwal, At-Sikuan, Po-Khariar, Dist- Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-51/2023

Sri Ghanashyam Meher,
Repr. for Sri Laba Agarwal,
At-Sikuan,
Po-Khariar,
Dist- Nuapada.

COMPLAINANT

Con. No. 9061-3204-0091

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Laba Agarwal represented by Sri Ghanashyam Meher, resides At: Sikuan, Po: Khariar, Dist: Nuapada, which comes under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum disputing the bill for the period 12/2010 to 11/2011 with abnormally high units was billed against his Dom supply, which is now under disconnection.
- 2) The complainant has approached to the OP several times to resolve the bill dispute, but till date no action has been initiated by OP to resolve the dispute. Getting no other way, the complainant has approached this forum for redressal of his grievance and to get his power supply reconnected.

The complainant has prayed for:

- To revise the abnormal bill.
- To reconnect the supply to his house.



SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) Billing Abstract from March-2001 to November-2023
- 2) PVR
- 3) Date of supply: 01/01/1990
- 4) Category: LT/ Dom
- 5) Connected Load: 1.5 KW
- 6) Meter No: 8060149
- 7) Installed on: 12/2011
- 8) CMR: Not Available
- 9) Status: As per PVR on dtd.31.01.2024, P/s has been disconnected and no meter in the consumer premises.
- 10) Fact of the complainant: Revision of bill
- 11) As per written version submitted by SDO Khariar as follows:

- The consumer has been wrongly billed for 40200 units during the month of May-2011 due to wrong meter reading punched by the meter reader (i.e. 44636 Kwh punched instead of 4463.6 Kwh), and subsequently provisional bill has been generated for 5 consecutive months with 40200 units.
- A new meter SI no. 806014 was installed in the month of 12/2011 but the actual reading appeared in billing dataset in 08/2015.

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 provisional billing with abnormally high units. The OP submitted that the consumer has been wrongly billed for 40200 units during the month of May-2011 due to wrong meter reading punched by the meter reader (i.e. 44636 Kwh punched instead of 4463.6 Kwh), and subsequently provisional bill has been generated for 5 consecutive months with 40200 units.
- A new meter SI no. 8060149 was installed in the month of 12/2011 but the actual reading appeared in billing database in 08/2015.
- As per billing data base it recorded that the bill was served on actual basis till 04/2016 with meter reading of "9641" Kwh.
- On 06/2016 to till 01/2024 the meter status in billing database is Premises Locked/Meter Stopped/PLD.



ORDER
19.03.2024

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 12/2010 to 11/2011 by taking average consumption of meter No. 8060149 with IMR "0" Kwh on 12/2011 and FMR "9641" on 04/2016.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Conditions of Supply) Code, 2019.
- To install a new meter in the consumer premises and reconnect the power supply after obtaining requisite reconnection fees.

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- March-24.


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 Laba Agarwal represented by Sri Ghanashyam Meher, At: Sikuan, Po: Khariar, Dist: Nuapada.
2. SDO Khariar, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."