



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/ 576⁶⁰ Dated, the 30.09.2024

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-359/2024																										
2	Complainant/s	Name & Address Sri Hrudananda Dalpati, At-Damapala, Po-Chindaguda, Ps-Khariar, Dist.- Nuapada.	Consumer No 9061-3209-2732	Contact No. 99379-29407																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	29.08.2024																										
9	Date of Order	30.09.2024																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil		Others																								

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 Hrudananda Dalpati, At-Damapala, Po-Chindaguda, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-359/2024

Sri Hrudananda Dalpati,
At-Damapala,
Po-Chindaguda,
Ps-Khariar,
Dist.-Nuapada.

Con. No. 9061-3209-2732

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Hrudananda Dalpati, AT- Damapala, Po- Chindaguda, 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. 29.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 2 KW having consumer no- **9061-3209-2732** under SDO Elect. Khariar.
- 2) As complained by the complainant the provisional/average bill was served from 01/2017 to 07/2021.
- 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 revise the provisional/average 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: 03/09/2024
- 2) Bill details from June 2008 to July 2024
- 3) Date of supply 27/06/2008
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW



- 6) Meter No – TWSP51034658
- 7) Installed on 15/08/2023 with IMR: "0"
- 8) CMR: 194 Kwh as on 03/09/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar. as follows:
 - The consume complaining high meter reading with meter no. WES05277 which was installed during 01/2015 and provisional bills served @420 unit (by-monthly billing) for the period 01/2017 to 07/2021.
 - A new meter vide meter no. LW310212 is installed at the premises on dtd. 09.05.2019 and taken into database during 05.11.2021 and actual bill is generated at FMR-490 unit during 01/2022 with meter no. LW310212. Further from 03/2022 to 07/2023 bill was served in provisional basis which was revised at back office on dtd. 01.07.2024 as per present meter installed on dtd. 15.08.2023 vide meter no. TWSP51034658 and Rs. 3573.65 is credited for defective period assessment.

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 consume complaining high meter reading with meter no. WES05277 which was installed during 01/2015 and provisional bills served @420 unit (by-monthly billing) for the period 01/2017 to 07/2021.
- A new meter vide meter no. LW310212 is installed at the premises on dtd. 09.05.2019 and taken into database during 05.11.2021 and actual bill is generated at FMR-490 unit during 01/2022 with meter no. LW310212. Further from 03/2022 to 07/2023 bill was served in provisional basis which was revised at back office on dtd. 01.07.2024 as per present meter installed on dtd. 15.08.2023 vide meter no. TWSP51034658 and Rs. 3573.65 is credited for defective period assessment.

ORDER

30.09.2024

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 recast the bill from 05/2019 to 01/2022 with IMR "0" KWH on 05/2019 and FMR "490" KWH on 01/2022.

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-October-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 Hrudananda Dalpati, AT- Damapala, Po- Chindaguda, Ps- Khariar, Dist- Nuapada
2. SDO Elect. Khariar. TPWODL
3. EE, NED, Bhawanipatna.
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."