



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/ 257^(S)

Dated, the 22.04.2024

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-60/2024 | | |
| 2 | Complainant/s | Name & Address Sri Kedar Tandi, At-Khamatarai, Po-Duajhar, Ps-Khariar Raod, Dist.-Nuapada. | Consumer No 9061-3218-0344 | Contact No. 97777-92891 |
| 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 | 22.04.2024 | | |
| 10 | Order in favour of | Complainant | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | <input checked="" type="checkbox"/> | |

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 Kedar Tandri, At-Khamatarai, Po-Duajhar, Ps-Khariar Raod, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-60/2024

Sri Kedar Tandri,
At-Khamatarai,
Po-Duajhar,
Ps-Khariar Raod,
Dist.-Nuapada.
Con. No.9061-3218-0344

COMPLAINT

-Versus-

Sri Nanda Kumar Nag,
SDO Elect. Khariar
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Kedar Tandri, At-Khamatarai, Po-Duajhar, Ps-Khariar Raod, 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. 07.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1 KW having consumer No **9061-3218-0344** under SDO Elect. Khariar.
- 2) As complained by complainant the bill was generated during the disconnection period.
- 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 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
- 2) Billing Abstract from 03/2014 to 01/2024
- 3) Date of supply 01-Mar-2014



- 4) Category: LT/ DOM
- 5) Connected Load 0.5 KW
- 6) Meter No- 6510297
- 7) Installed on: 01.03.2024 with IMR: "0"
- 8) CMR: NA
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Khariar. as follows:
 - The consumer has no meter at site and the bill was generated in average basis.

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 submitted that the consumer has no meter at site and the bill was generated in average basis.
- As per billing database the bill was served provisional/average basis from date of power supply.
- Any disconnection report has not submitted as per complain.

ORDER

22 .04.2024

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 install a new meter in consumer premises in co-ordination with MRT, and revise the bill from 01/2022 to 12/2023 taking six-month average consumption of new meter.

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-November-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 Kedar Tandji, At-Khamatarai, Po-Duajhar, Ps-Khariar Raod, Dist.-Nuapada.
2. SDO Elect. 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."