



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/ 660⁽⁶⁾ Dated, the 07.11.2024

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-437/2024																										
2	Complainant/s	Name & Address Sri Manoj Kumar Agrawal, At/Po-Boden, Ps-Boden, Dist.-Nuapada.	Consumer No 9061-3301-0059	Contact No. 86585-68926																								
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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6. Others																												
8	Date(s) of Hearing	23.10.2024																										
9	Date of Order	07.11.2024																										
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.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Boden

Appeared:

1. **For the Complainant** – Sri Manoj Kumar Agrawal, At/Po-Boden, Ps-Boden, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-437/2024

Sri Manoj Kumar Agrawal,
At/Po-Boden,
Ps-Boden,
Dist.-Nuapada.

Con. No. 9061-3301-0059

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Manoj Kumar Agrawal, At/Po- Boden, Ps- Boden, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Boden on dt. 23.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no-9061-3301-0059 under SDO Elect. Khariar.
- 2) As complained by the complainant that the bill was raised in the month of 10/2023 of 6439 units.
- 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: 28/10/2024
- 2) Bill details from: 11/2001 to 09/2024



- 3) Date of supply: 25/09/2001
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – WLT220115
- 7) Installed on: 09/2021 with IMR: "0"
- 8) CMR: 17474 Kwh as on 28/10/2024
- 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 consumer complaining about late punching of meter data in to data base instead of 04/2020 taken during 09/2021 and after verification in database it was found that during 03/2020 provisional bill was generated and during 05/2020 bill generated in F code with IMR 22 unit which continued till 09/2021 and billed for FMR 555 unit (First actual bill for 663 unit) indicate that the actual replacement month may be in between 04/2020 to 05/2020 instead of 09/2021. But to prove the same there is no such hardcopy of meter replacement data available at section office or at SDO Office, also abnormal billing done during 10/2023 at 6439 unit may be recast from the expected data of replacement from 04/2020 instead of 09/2021.

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 complaining about late punching of meter data in to data base instead of 04/2020 taken during 09/2021 and after verification in database it was found that during 03/2020 provisional bill was generated and during 05/2020 bill generated in F code with IMR 22 unit which continued till 09/2021 and billed for FMR 555 unit (First actual bill for 663 unit) indicate that the actual replacement month may be in between 04/2020 to 05/2020 instead of 09/2021. But to prove the same there is no such hardcopy of meter replacement data available at section office or at SDO Office, also abnormal billing done during 10/2023 at 6439 unit may be recast from the expected data of replacement from 04/2020 instead of 09/2021.
- As per billing database bill was raised in the month of 10/2023 with high consumption of 6439 units, which seems suppress meter reading. And the bill revision towards delay meter updating for the period from 09/2021 to 10/2023 was effect on dtd. 01.12.2023.



ORDER
07.11.2024

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 04/2020 to 10/2024 with IMR "0" Kwh on 04/2020 and FMR "17583" Kwh on 10/2024.
- To withdraw the earlier bill revision towards delay meter updating was effect on dtd. 01.12.2023.

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-December-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 Manoj Kumar Agrawal, At/Po- Boden, Ps- Boden, Dist- Nuapada. Mob. No- 86586-68926
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."