



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 381⁽⁵⁾

Dated, the 11.06.2024

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-202/2024		
2	Complainant/s	Name & Address Smt Kanti Dei, Repr. By Sri Gajaman Jagat, At-Sardapur, Po-Sunapur, Ps-Boden, Dist.-Nuapada.	Consumer No 9061-3312-0517	Contact No. 86589-20309
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	2. Billing Disputes	<input checked="" type="checkbox"/>
		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) -		
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	24.04.2024		
9	Date of Order	11.06.2024		
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: Boden

Appeared:

1. For the Complainant – Smt Kanti Dei, Repr. By Sri Gajaman Jagat, At-Sardapur, Po-Sunapur, Ps-Boden, Dist.-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-202/2024

Smt Kanti Dei,
Repr. By Sri Gajaman Jagat,
At-Sardapur,
Po-Sunapur, Ps-Boden,
Dist.-Nuapada.
Con. No.9061-3312-0517

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Kanti Dei, Repr. by Gajaman Jagat, At- Sardapur, P.O- Sunapur, 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. 25.04.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 0.25 KW having consumer No. 9061-3312-0517 under SDO Elect. Nuapada.
- 2) As complained by the complainant the provisional/average bill was raised from 10/2019 to 03/2024.
- 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR on date 06.05.2024
- 2) Billing Abstract from October 2019 to March 2024
- 3) Date of supply 10/08/2019
- 4) Category: LT/ Dom
- 5) Connected Load 0.25 KW



- 6) Meter No- TWB121191
- 7) Installed on: 24/04/2024 with IMR: "0"
- 8) CMR: 09 Kwh as on 06/05/2024
- 9) Status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada. as follows:
 - It is asserted that the consumer bill has been revise from date on installation of old meter and Rs.5623.96 Cr (Rs. 12241.34Cr and 6617.38 Dr) to slab benefit of the suppress unit at 3713 unit on dated 19.03.2024.

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/average billing. The OP submitted that it is asserted that the consumer bill has been recasted from date of Supply to till April-2023, to extend, slab benefit of the suppress unit at 3713 unit and Rs 5623.96 was withdrawn. So no futher revision is required against suppress reading.
- Again the bills, from 07/2023 to 03/2024, were generated in decode dues to meter defective.
- A new meter was installed on 24.04.2024 with IMR "0".

ORDER

11.06.2024

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:

- The defective period bill from 07/2023 to 03/2024 is to be revised taking six months average consumption of the new meter installed on 24.04.2024.

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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Smt. Kanti Dei repr. by Gajaman Jagat, At- Sardapur, P.O- Sunapur, Ps- Boden Dist- Nuapada.
2. SDO Elect., Nuapada, 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.”