



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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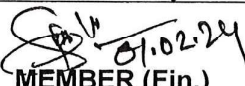
BENCH:


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

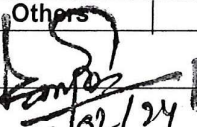
Memo No. GRF/BPT/Order/ 78 (5) Dated, the 01.02.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 219 /2023		
2	Complainant/s	Name & Address Sri Dambarudhar Majhi, At-Sunapur, P.O-Sunapur, Dist.-Nuapada.	Consumer No 9061-3312-0595	Contact No. 97773-70960
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	✓
		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) 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		
8	Date(s) of Hearing	14.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant ✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Boden

Appeared:

1. For the Complainant – Sri Dambarudhar Majhi, At-Sunapur, P.O- Sunapur, Dist.- Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL

Complaint Case No. 219/2023

Sri Dambarudhar Majhi,
At-Sunapur,
P.O- Sunapur,
Dist.-Nuapada.
Con. No. 9061-3312-0595

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dambarudhar Majhi, AT- Sunapur , P.O- Sunapur, 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. 14.12.2023 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. **9061-3312-0595** under SDO Elect. Khariar.
- 2) 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 : October 2019 to November 2023
- 3) Date of supply: 10.08.2019
- 4) Category: LT/ Domestic



- 5) Connected Load: 0.25 KW
- 6) Meter No- TW02091677
- 7) Installed on: 31.10.2023
- 8) CMR: 199 KWH as on 01.01.2024
- 9) Facts: Suppress units billed in the month of April 2023 and meter defective in July 7/2023.
- 10) As per written version submitted by SDO Khariar as follows:
 - Suppress units of 2127 units billed in the month of April-2023.
 - Abnormal reading of 583 units billed in July-2023.

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 suppress reading was billed during April 2023 and meter was defective during 7/2023.
- But as per billing data base the suppress reading was bill in the month of April 2023 . the abnormal bill was served in July 2023. And meter found defective from July-2023 to October-2023.

ORDER
01.02.2024

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 by way of recasting from 10/2019 to 04/2023 with IMR "0" on 10/2019 and FMR "3037" on 04/2023.
- To revise the bill for the month of July-2023 to October-2023 by taking six months average consumption of new meter installed on 31.10.2023.

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- May 2024.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Dambarudhar Majhi AT-Sunapur P. O Sunapur Dist- Nuapada. Mob No 9777370960
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.”

GRF BHAWANIPATA