



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/ 248^(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-106/2024		
2	Complainant/s	Name & Address Sri Banabula Rana, Repr. By Sri Prem Kumar Rana, At-Maharajore, Po-Sunapur, Ps-Boden, Dist.-Nuapada.	Consumer No 9061-3313-0042	Contact No. 97771-89600
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	27.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature] 22-04-24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Boden

Appeared:

1. **For the Complainant** – Sri Banabula Rana, Repr. By Sri Prem Kumar Rana, At-Maharajore, Po-Sunapur, Ps-Boden, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-106/2024

Sri Banabula Rana,
Repr. By Sri Prem Kumar Rana,
At-Maharajore,
Po-Sunapur, Ps-Boden,
Dist.-Nuapada.
Con. No.9061-3313-0042

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Banabula Rana, Repr. By Sri Prem Kumar Rana, At-Maharajore, PO- 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 Khariar on dt. 27.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.5kw having consumer No **9061-3313-0042** under SDO Elect. Khariar.
- 2) As complained by the complainant bill raised from date of power supply to 02/2024 in wrong meter reading.
- 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 was raised due to wrong meter reading.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Khariar.) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd.03.03.2024.
- 2) Billing Abstract from May 2021 to Jan 2024
- 3) Date of supply 10.12.2020
- 4) Category: LT/ DOM



- 5) Connected Load 0.5 KW
- 6) Meter No- 394374
- 7) Installed on: 9.12.2020 with IMR: "1"
- 8) CMR: 2120 Kwh
- 9) Meter Status: Regular (live)
- 10) Facts of the complainant: No further scope for bill revision.
- 11) As written version submitted by the SDO (Elect), Khariar as follows:
 - The consumer bill has been wrongly generated at 3081 units during 08/2023. Which was already revised on dt. 07.12.2023 at FMR- 2052 unit from 22.08.2023 to 07.12.2023, and Rs. 9277.42 has been credited from consumer account.

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 revise of excess bill was raised due to wrong meter reading. The OP submitted that the consumer bill has been wrongly generated at 3081 units during 08/2023. Which was already revised on dt. 07.12.2023 at FMR- 2052 unit from 22.08.2023 to 07.12.2023, and Rs. 9277.42 has been credited from consumer account.

ORDER **22.04.2024**

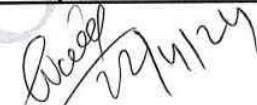
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

- To revise the bill by the way of recasting from 12/2020 to 02/2024 with IMR "1" KWH on 12/2020 and FMR "2153" Kwh on 02/2024.
- To withdraw the earlier bill revision from 08/2023 to 10/2023, effect on dtd. 07.12.2023.

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- May-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 Banabula Rana Repr. by Prem Kumar Rana, At- Maharajore, PO- Sunapur, 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.”