



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

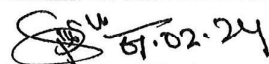
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 99⁽⁵⁾

Dated, the 01.02.2024

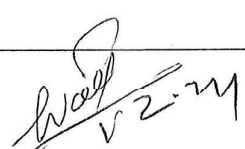
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 217 /2023		
2	Complainant/s	Name & Address Sri Sahadev Majhi Repr. By Baluchan Majhi, At-Redhamal, P.O-Bhaisapali, Dist.-Nuapada.	Consumer No 9061-3314-0020	Contact No. 848054-54033
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) <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	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		

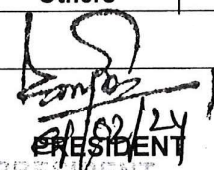

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Boden

Appeared:

1. **For the Complainant** – Sri Sahadev Majhi Repr. By Baluchan Majhi, At-Redhamal, P.O-Bhaisapali, Dist.-Nuapada
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL

Complaint Case No. 217/2023

Sri Sahadev Majhi
Repr. By Baluchan Majhi
At-Redhamal,
P.O-Bhaisapali,
Dist.-Nuapada

COMPLAINANT

Con. No. 9061-3314-0020

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sahadev Majhi, AT-Redhamal .P.O- Bhaisapali 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 dtd. 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 0.40 KW having consumer No **9061-3314-0020** 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: March 13 to November 2023
- 3) Date of supply: 04.03.2013
- 4) Category: LT/ Domestic
- 5) Connected Load: 0.04KW
- 6) Meter No- TWB602520
- 7) Installed on: 07-Jan-2024
- 8) CMR: NA
- 9) Facts: Excess units billed during 12/2022 of 1033 units and subsequently provisional/ average billed has served.
- 10) As per written version submitted by SDO Khariar as follows:
 - The consumer has been billed for 1033 units during the month of 12/2022. Subsequently bill was served 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 provisional / excess billing. The OP submitted that the consumer has been billed for 1033 units during the month of 12/2022. Subsequently bill was served average basis.

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 from 12/2022 to 12/2023 by taking six-month average consumption of new meter has installed on 07.01.2024.

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- July 2024.

[Signature]
1-2-24
B.NAIK
CO-OPTED MEMBER
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
01.02.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
01/02/24
R.K.NAIK
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

3. Sri Sahadev Majhi AT- Redhamal P.O-Bhaisapali, Dist- Nuapada.M. No 8480454033
4. SDO Elect. Khariar, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”