



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/ 458⁶ Dated, the 31.07.2024

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-260/2024		
2	Complainant/s	Name & Address Sri Shojaneswar Singh Mallick, At-Birkela, Po/Ps-Boden, Dist.-Nuapada.	Consumer No 9061-3318-0046	Contact No. 95567-44295
3	Respondent/s	Name Sri Akshya Kumar Samal JFM, Repr. For 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		
8	Date(s) of Hearing	19.06.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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: Khariar
Appeared:

1. **For the Complainant** – Sri Shojaneswar Singh Mallick, At-Birkela, Po/Ps-Boden, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal JFM, Repr. For Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-260/2024

Sri Shojaneswar Singh Mallick,
At-Birkela,
Po/Ps-Boden,
Dist.-Nuapada.

Con. No. 9061-3318-0046

COMPLAINANT

Sri Akshya Kumar Samal JFM,
Repr. For Sri Nanda Kumar Nag,
SDO Elect. Khariar,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Shojaneswar Singh Mallik, AT- Bireshkela, Po/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 Khariar on dt. 19.06.24, 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- **9061-3318-0046** under SDO Elect. Khariar.
- 2) As complained by the complainant the abnormal bill was raised from 09/2021.
- 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 abnormal/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: 25/06/2024
- 2) Bill details from March 2001 to June 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No – TWST1736711
- 7) Installed on 20/06/2024 with IMR: "0"
- 8) CMR: 36 Kwh as on 25/06/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
 - The consumer is complaining about the excess unit bill in comparison to his used load. After proper verification and testing done by MMG it is found that meter is defective with error of 28.12%. Old defective meter (Meter no. WLT221638) has been replaced with new smart meter (meter no. TWST1736711) on dt-20/06/2024.

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 excess billing. The OP submitted that the consumer is complaining about the excess unit bill in comparison to his used load. After proper verification and testing done by MMG it is found that meter is defective with error of 28.12%. Old defective meter (Meter no. WLT221638) has been replaced with new smart meter (meter no. TWST1736711) on dt-20/06/2024.

ORDER

31.07.2024

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 09/2021 to 05/2024 by taking six-months average consumption of new meter install on 20/06/2024.

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-January-25


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 Shojaneswar Singh Mallik, AT- Bireskela, Po/Ps-Boden, Dist- Nuapada
2. SDO Elect. Khariar, TPWODL.
3. EE, NED, Nuapada, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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 BHAWANIPATNA