



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/ 842^{CS} Dated, the 27.01.2025

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-505/2024																			
2	Complainant/s	Name & Address Sri Ramnath Goud, Repr. By Sri Kajal Singh Hans, At-Govindpur, Po-Timanpur, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3408-0027	Contact No. 95567-35468																	
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="8"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			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) -	
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>											
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8	Date(s) of Hearing	12.12.2024																			
9	Date of Order	27.01.2025																			
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: Sinapali

Appeared:

1. **For the Complainant** – Sri Ramnath Goud, Repr. By Sri Kajal Singh Hans, At-Govindpur, Po-Timanpur, Ps-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-505/2024

Sri Ramnath Goud,
Repr. By Sri Kajal Singh Hans,
At-Govindpur, Po-Timanpur,
Ps-Sinapali,
Dist.-Nuapada.

Con. No. 9061-3408-0027

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ramnath Goud, Repr. by Smt. Kajal Singh Hans, At-Govindpur, Po- Timanpur, Ps -Sinapali, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Sinapali on dt. 12.12.24, 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- **9061-3408-0027** under SDO Elect. Khariar.
- 2) As complained by the complainant that that the provisional/average bill was served from 09/2015 to 07/2022.
- 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.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) Consumer Complaint Redressal Form: 13/11/2024
- 2) Bill details from: 11/2001 to 11/2024



- 3) Date of supply: 05.08.2001
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No –LW333828
- 7) Installed on: 02.03.2024 with IMR: "0"
- 8) CMR: 2397 Kwh as on 27/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
 - The consumer complaining about the unexpected high bill during the period of sept-2015 to jan-2019. But it was fact that bill is being served in provisional basic due to defective of meter after reconnection of service (D/c period sept-2012 to Jul-2015). And the said defective meter is replaced vide meter No-LW333828 on dt-02/03/2019 and also the bill is revised for Cr Rs. 1276.16 on Dt-28.02.2020 for the period of Dt-02.03.2019 to Dt-13.02.2019 due to delay meter updating in database.
 - So, there is a scope for revision of bill for the defective period from sep-2015 to jan-2019 as per actual six months of consumption in new meter installed on Dt-02.03.2019 for slab benefit to the consumer.

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 complaining about the unexpected high bill during the period of sept-2015 to jan-2019. But it was fact that bill is being served in provisional basic due to defective of meter after reconnection of service (D/c period sept-2012 to Jul-2015). And the said defective meter is replaced vide meter No-LW333828 on dt-02/03/2019 and also the bill is revised for Cr Rs. 1276.16 on Dt-28.02.2020 for the period of Dt-02.03.2019 to Dt-13.02.2019 due to delay meter updating in database.
- As per billing database the provisional/average bill was served from 09/2015 to 07/2022.

ORDER

27.01.2025

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 02/2017 to 01/2019 by taking 6 months average consumption of present meter (i.e. IMR "2007" Kwh on 06/2023 and FMR "2156" Kwh on 11/2023).

The case is disposed of accordingly.



Compliance report must be submitted to the Forum by **February-25** by the opposite party after **compliance** otherwise it will be treated as non-compliance.

Compliance Month- February-25

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhubaneswar

K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhubaneswar

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhubaneswar

Copy to: -

1. Sri Ramnath Goud, Repr. by Smt. Kajal Singh Hans, At- Govindpur, Po- Timanpur, Ps - Sinapali, 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."