



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/ 835^(S) 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-504/2024																										
2	Complainant/s	Name & Address Sri Uddhab Meher, Repr. By Sri Daleswar Meher, At/Po-Hatibandha, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3418-0415	Contact No. 92847-03713																								
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>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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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	✓ Respondent	Others																								
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 Uddhab Meher, Repr. By Sri Daleswar Meher, At/Po-Hatibandha, Ps-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-504/2024

Sri Uddhab Meher,
Repr. By Sri Daleswar Meher,
At/Po-Hatibandha,
Ps-Sinapali,
Dist.-Nuapada.

Con. No. 9061-3418-0415

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Uddhab Meher, Repr. by Sri Daleswar Meher, At/Po-Hatibandha, 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- **9061-3418-0415** under SDO Elect. Khariar.
- 2) As complained by the complainant that the provisional/average bill was served from 07/2021 to 12/2023.
- 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 provisional/average 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: 27/12/2024
- 2) Bill details from: 09/2013 to 11/2024
- 3) Date of supply: 31/08/2013



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWB6048632
- 7) Installed on: 23/12/2023 with IMR: "0"
- 8) CMR: 560 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 07/2021 to 12/2023. But it was fact that bill is being serve in provisional basic due to defective of meter and the said defective meter is replaced vide meter No-TW604863 on dated 23/12/2023. So, there is a scope for revision of bill for the defective period from 07/2021 to 12/2023 as per actual six month of consumption in new meter installed on dated 23/12/2023 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 07/2021 to 12/2023. But it was fact that bill is being serve in provisional basic due to defective of meter and the said defective meter is replaced vide meter No-TW604863 on dated 23/12/2023.
- As per billing database the provisional/average bill was served from 01/2021 to 12/2023.

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 01/2022 to 12/2023 by taking 6 months average consumption of present meter (i.e. IMR "07" Kwh on 01/2023 and FMR "346" Kwh on 06/2023).

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
CRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
Grievance Redressal Forum
TPWDL, Bhawanipatna


R.K. NAIK
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Uddhab Meher, Repr. by Sri Daleswar Meher, At/Po- Hatibandha, 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.”

GRF BHAWANIPATNA