



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 177⁽⁵⁾

Dated, the 30.03.2024

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-31/2024		
2	Complainant/s	Name & Address Sri Loknath Meher, Repr. By Sri Madhab Meher, At/Po-Sinapali, Ps-Sinapali, Dist-Nuapada.	Consumer No 9061-3426-0187	Contact No. 84560-15516
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 <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	18.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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 Loknath Meher, Repr. By Sri Madhab Meher, At/Po-Sinapali, Ps-Sinapali, Dist-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-31/2024

Sri Loknath Meher,
Repr. By Sri Madhab Meher,
At/Po-Sinapali,
Ps-Sinapali,
Dist-Kalahandi.
Con. No. **9061-3426-0187**

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Loknath Meher, Repr. By Sri Madhab Meher, At/Po- Sinapali, 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.18.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1 KW having consumer No **9061-3426-0187** 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 May 2017 to December 2023
- 3) Date of supply 23-May-2017
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW



- 6) Meter No- TWSP51006800
- 7) Installed on: 31.01.2024 with IMR: "0"
- 8) CMR: 638 Kwh
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Khariar. as follows:
 - The provisional bill was served to consumer from 12/2021 to 07/2023.

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 provisional bill was served to consumer from 12/2021 to 07/2023.

ORDER **30.03.2024**

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 12/2021 to 07/2023 by taking six-month average consumption of present meter installed on 03.09.2023.

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- April-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
GRF, Bhawanipatna

Copy to: -

1. Sri Loknath Meher, Repr. By Sri Madhab Meher, At/Po- Sinapali, Ps- Sinapali, Dist- Nuapada. Mob No- 84560-15516.
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."