ANCE 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/_	339(5)	Dated, the_	30.05.2024
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Quorum:

Er. Ranjan Kumar Naik

President

Sri Kamala Kanta Pattnaik

Member (Finance)

Member				
N. T. Sandari				
umer No Contact No.				
-0132 91784-	91784-91300			
Division Nuapada Electrical Division, TPWODL				
ng Disputes √				
Contract Demand / Connected oad				
i. Installation of Equipment & apparatus of Consumer				
Metering				
10.Quality of Supply & GSOP				
12.Shifting of Service Connection & equipment's				
14.Voltage Fluctuations				
15. Others (Specify) –				
19;				
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				
Others				
And in case of the	-			
1				
	Others			

CO- OPTED MEMBER

Co-Opted Momber GRF, Bhawanipatna

MEMBER (Fin.)

NEMBER Grievance Redressal Forum TOVEDOL, Brawampains PRESIDENT

GRF, Ehuwanipaina



Place of Hearing: Nuapada Appeared:

- 1. For the Complainant Sri Jagamohan Sahu, Repr.by Sri Deepaklal Sahu, At/Po-Sarabong, Ps-Nuapada, Dist.-Nuapada.
- 2. For the Respondent Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

 Complaint Case No. BPT-119/2024

Sri Jagamohan Sahu, Repr.by Sri Deepaklal Sahu, At/Po-Sarabong, Ps-Nuapada, Dist.-Nuapada. Con. No.9062-3108-0132

COMPLAINANT

Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL. -Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jagmohan Sahu, Repr. By Sri Deepaklal Sahu At/PO-Sarabong, Ps- Nuapada Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 13.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.5 kw having consumer No **9062-3108-0132** under SDO Elect. Nuapada.
- 2) As complained by the complainant the average/abnormal bill was raised from 02/2014 to 03/2024.
- 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.

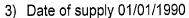
The complainant has prayed for:

To revise the average/abnormal bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR
- 2) Billing Abstract from March 2001 to April 2024



- 4) Category: LT/ DOM
- 5) Connected Load 0 .5 KW
- 6) Meter No- WHL030917
- 7) Installed on: 29/10/2021 with IMR: "1"
- 8) CMR: 6345 KwH on dtd. 16.04.2024
- 9) Meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
 - The average bill was served from 09/2021 to 03/2024.

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 average/abnormal billing. The OP submitted that the average bill was served from 09/2021 to 03/2024.
- As per billing database the average bill was served from 02/2014 to 07/2021 & abnormal bill was served from 09/2021 to 07/2022.
- Although a meter was installed on 29.10.2021, bills were not surved properly showing lock and disconnected in the database.

ORDER 30.05.2024

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 03/2024 by taking average consumption of present meter (i.e. IMR "1" on 10/2021 and FMR "6345" on 03/2024).

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, June-24.

Co-Opted Member

Co-Opted Member GRF, Bhawanipatna

K.K. PATTNAIK

MEMBER (Fin.)

MEMBER Grievance Redressal Forum. TPWWDL, Bhawanipatha

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R.K. NAIK PRESIDENT

CRF, Chawanipatna



Copy to: -

- 1. Sri Jagamohan Sahu, repr. by Deepaklal Sahu At/PO- Sarabong, Ps- Nuapada Dist-Nuapada
- 2. SDO Elect. Nuapada, 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."