



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/

647

Dated, the

28.10.2024

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-400/2024																											
2	Complainant/s	Name & Address Sri Kamal Lochan Naik, At- Tariamahabhata, Po-Amana, Dharambandha, Dist.-Nuapada.		Consumer No 9062-3111-0408	Contact No. 84560-23075																								
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, 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	25.09.2024																											
9	Date of Order	28.10.2024																											
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: Nuapada

Appeared:

1. **For the Complainant** – Sri Kamal Lochan Naik, At-Tariamahabhata, Po-Amana, Ps-Dharambandha, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-400/2024

Sri Kamal Lochan Naik,
At-Tariamahabhata, Po-Amana,
Ps-Dharambandha,
Dist.-Nuapada.

Con. No. 9062-3111-0408

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Komal Lochan Naik, At- Tariamahuabhata, Po-Amana, Ps- Dharambandha, 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. 25.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 3 KW having consumer no- **9062-3111-0408** under SDO Elect. Nuapada.
- 2) As complained by the complainant that the provisional/average bill was served from 04/2015 to 05/2024.
- 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 provisional/average 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: 18/10/2024
- 2) Bill details from: 05/2015 to 09/2024
- 3) Date of supply 22/12/2015
- 4) Category: LT/Domestic



- 5) Connected Load 3 KW
- 6) Meter No – TWSP51162604
- 7) Installed on: 28/05/2024 with IMR: "0"
- 8) CMR: 458 Kwh as on 01/10/2024
- 9) The meter status: Disconnected
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
 - After meter charge wrong unit bill punched that is 12598 for the month of 05/2024 but the actual reading is 95 on dtd-10/05/2024.

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 stated that After meter charge wrong unit bill punched that is 12598 for the month of 05/2024 but the actual reading is 95 on dtd-10/05/2024.
- As per billing database some bill was raised in high consumption reading from 04/2015 to 07/2023. And from 08/2023 to 05/2024 the bill was served in average basis.

ORDER

28.10.2024

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 recast the bill from 04/2015 to 07/2023 with IMR "0" Kwh on 04/2015 and FMR "18141" Kwh on 07/2023.
- To revise the bill from 08/2023 to 05/2024 by taking 6 months average consumption of present meter 29/05/2024.

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-December-24


B. NAIK
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 Komal Lochan Naik, At- Tariamahuabhata, Po- Amana, Ps- Dharambandha, Dist- Nuapada.
2. SDO Elect. Nuapada. 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.”