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. G	GRF/BPT/Order/	Dated, the 29.03.2005				
Quorum:	Er. Ranjan Kumar Naik Sri Kamala Kanta Pattnaik	- President				

	Sri Bh	airaba Naik) 🛥		o-Opted Member				
1	Case No.	Complaint Case No. BPT-182/2025							
		Name & Address			Consumer No	Contact	No.		
2	Complainant/s	Sri Mehettar Rout, Repr. By Sri G Rout, At-Supli, Po-Motanuapada Nuapada, DistNuapada.				93486-7	5648		
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, TPWO	2	Division Nuapada Electrical Division, TPWODL					
4	Date of Application			The P			-		
5		1. Agreement/Termination	2.	Billing	lling Disputes				
		Classification/Reclassification of Consumers	4.	4. Contract Demand / Connected Load					
	-	5. Disconnection / Reconnection of Supply	6.	6. Installation of Equipment & apparatus of Consumer					
	In the matter of-	7. Interruptions		8. Metering					
		9. New Connection		10.Quality of Supply & GSOP					
		11. Security Deposit / Interest	12	12.Shifting of Service Connection & equipment's					
		13. Transfer of Consumer Ownership	14	14.Voltage Fluctuations					
		15. Others (Specify) -							
6	Section(s) of Electricity	Act, 2003 involved				-			
7	The state of the s	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							
	1	4. Odisha Grid Code (OGC) Regulation,2006; Clause							
	(4)	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause							
		6. Others							
8	Date(s) of Hearing	18.03.2025							
9	Date of Order	29.03.2025							
10	Order in favour of	Complainant √ Respor	dent		Oth	ners			
11	Details of Compensation awarded, if any	Nil			10				

CO- OPTED MEMBER

MEMBER (Fin.)

PRES DENT GRF, Bhawanipatna

Co-Opted Member GRF, Bhawanipatna

MEMBER FIN GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

- 1. For the Complainant Sri Mehettar Rout, Repr. By Sri Gopal Rout, At-Supli, Po-Motanuapada, Ps-Nuapada, Dist.-Nuapada.
- 2. For the Respondent Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-182/2025

Sri Mehettar Rout, Repr. By Sri Gopal Rout, At-Supli, Po-Motanuapada, Ps-Nuapada, Dist.-Nuapada.

Con. No. 9062-3113-0365

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Mehettar Rout, Repr. by Sri Gopal Rout, At- Supli, Po-Motanuapada, 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. 18.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no-9062-3113-0365 under SDO Elect. Nuapada.
- 2) As complained by the complainant that bill was served in wrong meter number since 03/2024 to 02/2025.
- 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.

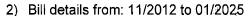
The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

1) PVR: 29/03/2025



3) Date of supply: 24/11/2011

4) Category: LT/Domestic

5) Connected Load 0.04 KW

6) Meter No - TWB337876

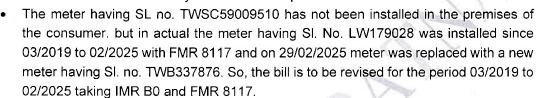
7) Installed on: 17/01/2025 with IMR "0"

8) CMR: 226 KWH on 29/03/2025

9) The meter status: OK

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Nuapada as follows:



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 the meter having SL no. TWSC59009510 has not been installed in the premises of the consumer. but in actual the meter having SI. No. LW179028 was installed since 03/2019 to 02/2025 with FMR 8117 and on 29/02/2025 meter was replaced with a new meter having SI. no. TWB337876. So, the bill is to be revised for the period 03/2019 to 02/2025 taking IMR B0 and FMR 8117.
- As per billing database bill was served in meter no. TWSC59009510 since 03/2024, but whereas as per meter change report of MRT, Nuapada on dtd. 23.02.2025 that the meter no. TWSC59009510 has not found during site verification, and the old meter no. was LW179028, which was installed since 03/2019. And final meter reading was 8117.

ORDER

29.03.<u>2025</u>

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 03/2019 to 02/2025 with IMR "0" KwH on 03/2019 and FMR "8117" KwH on 02/2025.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by <u>April-25</u> by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-April-25

B/NAIK Co-Opted Member

Co-Opted Member

GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

R.K. NAIR
PRESIDENT
PRESIDENT
ORF. Bhawanipatna

Copy to: -

- Sri Mehettar Rout, Repr. by Sri Gopal Rout, At- Supli, Po- Motanuapada, 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."