



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/ 466⁶ Dated, the 31.07.2024

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-117/2024		
2	Complainant/s	Name & Address Sri Tirtha Rout, Repr. By Sri Nilambar Rout, At-Chatakutenpada, Po-Jagrahi, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3208-0144	Contact No.
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-	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) -		
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	25.04.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

Reel 31/7/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Tirtha Rout, Repr. By Sri Nilambar Rout, At-Chatakutenpada, Po-Jagrahi, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-117/2024

Sri Tirtha Rout,
Repr. By Sri Nilambar Rout,
At-Chatakutenpada,
Po-Jagrahi, Ps-Komna,
Dist.-Nuapada.

Con. No. 9062-3208-0144

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Tirtha Rout, Repr. by Sri Nilambar Rout, AT-Chatakuten, Po- Jagrahi, Ps- Komna, Dist- Nuapada comes under the territorial and statutory jurisdiction of respondent. The fact of the complaint is as follow:

- 1) The complainant had submitted a request to GRF Bolangir to review the order passed by them against CC No- GRF/BGR 423/2023 dated 28/06/2023. The same was transfer to GRF Bhawanipatna from GRF Bolangir on dt-22/02/2024. For necessary hearing at the end.
- 2) Subsequently a notice was issued on dt-30.03.2024 to the complainant as well as to the respondent to conduct a hearing at Nuapada SDO Elect. Office on dt-25.04.2024.
- 3) On the hearing date, the complainant had appeared and submitted during course of hearing at camp court at Nuapada on dt.25.04.24, regarding huge amount debited to his account in the month of 09/2023 in complains to the case no. 423/2023 of GRF Bolangir.

The complainant has prayed for:

To review the order passed by the GRF, Bolangir.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR dated 09/07/2024
- 2) Bill details from: May 2018 to January 2024
- 3) Date of supply 07/07/2010



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – LW677150
- 7) Installed on 05/05/2020 with IMR: "0"
- 8) CMR: 7020 Kwh as on 09/07/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill

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

- The meter has been replaced on date 05/05/2020 so, the bill is to be revise from date of installation of meter.

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 review of the order passed by the GRF, Bolangir. The OP submitted that the meter has been replaced on dtd. 05.05.2020.
- As per order passed by the GRF, Bolangir **"the bill raised to the consumer from 02-03/2019 to 08-09/2022 is to be revised as per average consumption of new meter by taking IMR 100 on 10-11/2021 & FMR 5759 on 08-09/2022"**.
- Instead of taking IMR "100" on 10-11/2021 as per order passed by the GRF, Bolangir the IMR is to be taken as "0" from 05/2020, as per version of the respondent since the meter was replaced on dtd. 05.05.2020.
- As per billing database an amount of Rs. 69573.81 was debited on dtd.03.10.2023 as per the order of GRF, Bolangir.

ORDER 31.07.2024

Basing on above observations, the for the um passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To withdraw the amount as per earlier bill revision which was effected on dtd. 03.10.2023.
- To recast the bill from 04-05/2020 with IMR "0" to 08-09/2022 with FMR "5759".
- To revise the bill from 02-03/2019 to 02-03/2020 as per average consumption of meter installed on 05.05.2020 with IMR "0" Kwh on 05/2020 and FMR "5759 on 09/2022.

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-August-24


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Tirtha Rout Repr. by Sri Nilambar Rout, AT-Chatakuten, Po- Jagrahi, Ps- Komna, 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.”