



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/ 256^(S) Dated, the 22.04.2024

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-66/2024		
2	Complainant/s	Name & Address Sri Ajodhya Sahu, At-Jhisabaha, Po-Siallatti, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3312-0542	Contact No. 63724-41599
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	08.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

Recd
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

22.04.24
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

22/04/24
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada

Appeared:

1. **For the Complainant** – Sri Ajodhya Sahu, At-Jhisabaha, Po-Siallatti, Ps-Komna, Dist.- Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-66/2024

Sri Ajodhya Sahu,
At-Jhisabaha,
Po-Siallatti,
Ps-Komna,
Dist.-Nuapada.
Con. No.9062-3312-0542

COMPLAINANT

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ajodhya Sahu At- Jhisabaha P.O- Siallatti, Ps- Komna 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.08.02.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 0.40 KW having consumer No. **9062-3312-0542** under SDO Elect. Nuapada.
- 2) As complained by the complainant the abnormal billing was raised during the month of 11/2022 to 04/2023.
- 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 abnormal bill was raised during the month of 11/2022 to 04/2023.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR dtd.28.02.2024



- 2) Billing Abstract from June 2011 to January 2024
- 3) Date of supply 07.08.2010
- 4) Category: LT/ Dom
- 5) Connected Load 0. 40 Kw
- 6) Meter No- TPSP 51034129
- 7) Installed on: 19.08.2023 with IMR: "0"
- 8) CMR: 251 Kwh on dtd. 28.02.2024
- 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 raised from 11/2022 to 04/2023.

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 revise of abnormal billing. The OP submitted that the average bill was raised from 11/2022 to 04/2023. Which seems to be suppressed reading.
- As per billing database the suppressed reading bill was revised from 03/2019 to 01/2023, effect on dtd. 15.12.23 & 10.01.2024.
- As per billing database the provisional/average bill was served from 02/2023 to 07/2023.

ORDER

22.04.2024

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 02/2023 to 7/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 08/2023 & FMR "214" Kwh on 01/2024.

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- May -24.

B. NAIK
Co-Opted Member

Co-Opted Member
CRF, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

Page 3 | 4

R.K. NAIK
PRESIDENT

PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Ajodhya Sahu At- Jhiasabaha P.O- Siallatti, Ps- Komna Dist- Nuapada. Mob. No- 6372441599
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.”