



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/ 377⁽⁵⁾

Dated, the 11.06.2024

Quorum: Er. Ranjan Kumar Naik
 Sri Kamala Kanta Pattnaik
 Sri Bhairaba Naik

- President
 - Member (Finance)
 - Co-Opted Member

| | | | | |
|----|--|---|--|--|
| 1 | Case No. | Complaint Case No. BPT-206/2024 | | |
| 2 | Complainant/s | Name & Address Sri Jasobanta Dandasena, At/Po- Kandetora, Ps-Komna, Dist.-Nuapada. | Consumer No 9062-3314-0538 | Contact No. 86589-38282 |
| 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 | <input checked="" type="checkbox"/> |
| | | 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 | 11.06.2024 | | |
| 10 | Order in favour of | Complainant | Respondent | <input checked="" type="checkbox"/> 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 Jasobanta Dandasena, At/Po-Kandetora, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

Complaint Case No. BPT-206/2024

Sri Jasobanta Dandasena,
At/Po-Kandetora,
Ps-Komna,
Dist.-Nuapada.
Con. No.9062-3314-0538

COMPLAINANT

-Versus-

Sri Abhinash Biswal,
SDO Elect. Nuapada,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jasobanta Dandasena, At/PO- Kandetora, 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. 25.04.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer No. 9062-3314-0538 under SDO Elect. Nuapada.
- 2) As complained by the complainant abnormal bill was raised during the month of 06/2023.
- 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.

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 July 2007 to May 2024
- 3) Date of supply 02/06/2007
- 4) Category: LT/ Dom
- 5) Connected Load 1 kw
- 6) Meter No- TWSP51033725
- 7) Installed on: 21.08.2023 with IMR: "0"



- 8) CMR: 202 kwh
- 9) Status: Actual
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada. as follows:
 - The suppress reading of 10998 units imposed in the month of 06/2023.

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 abnormal billing. The OP submitted that the suppress reading of 10998 units imposed in the month of 06/2023.
- As per billing database average bill was served in the month of 07/2023.
- As per billing database the bill revision towards slab benefit for suppress reading has been considered for the period from 08/2019 to 06/2023, effect on dtd. 07.11.2023, which seems to be wrong period, though the meter no. LW181092 was installed on 05.04.2019.

ORDER

11.06.2024

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 for the month of 07/2023 by taking six months average consumption of present meter (i.e. IMR "0" Kwh on 08/2023 and FMR "211" Kwh on 01/2024).
- To revise the bill by way of recasting from 04/2019 to 06/2023 with IMR "0" Kwh on 04/2019 and FMR "12568" Kwh on 06/2023.
- To withdraw the earlier bill revision was effect on 07.11.2023.


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- July-24.


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Co-Opted Member

GRF, Bhawanipatna

Grievance Redressal Forum

TPWODL, Bhawanipatna

PRESIDENT

GRF, Bhawanipatna

Copy to:

1. Sri Jasobanta Dandasena, At/PO- Kandetora, Ps- Komna 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."