



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ BPT-488

Dated, the 30.11.2024

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-488/2024																										
2	Complainant/s	Name & Address Sri Surjit Singh Saluja, Repr. By Sri Sonu Saluja, At/Po-Khariar Road Ward No-8, Dist.-Nuapada.	Consumer No 9063-3310-0253	Contact No.																								
3	Respondent/s	Name Sri Akshaya Kumar Samal JFM, Repr. For Sri Pradipta Kumar Khilar, SDO Elect. Khariar Road, 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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6. Others																												
8	Date(s) of Hearing	20.11.2024																										
9	Date of Order	30.11.2024																										
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 1 | 3
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Surjit Singh Saluja, Repr. By Sri Sonu Saluja, At/Po-Khariar Road Ward No-8, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal JFM, Repr. For Sri Pradipta Kumar Khilar, SDO Elect. Khariar Road, TPWODL.

Complaint Case No. BPT-488/2024

Sri Surjit Singh Saluja,
Repr. By Sri Sonu Saluja,
At/Po-Khariar Road Ward No-8,
Dist.-Nuapada.

Con. No. 9063-3310-0253

COMPLAINANT

Sri Akshaya Kumar Samal JFM,
Repr. For Sri Pradipta Kumar Khilar,
SDO Elect. Khariar Road,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Surjit Singh Saluja, Repr. by Sri Sonu Saluja, At/Po- Khariar Road Ward No-8, Ps- Khariar Road, 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. 20.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 1 KW having consumer no- **9063-3102-0253** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that the bill was served on provisional/average basis.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 16/11/2024
- 2) Bill details from: 03/2001 to 10/2024



- 3) Date of supply: 14/07/2000
- 4) Category: LT/General Purpose
- 5) Connected Load 1 KW
- 6) Meter No – WES14486
- 7) Installed on: 03/2015
- 8) CMR: 9905 Kwh as on 16/11/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
 - Revision of old provisional bill.

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 revision of old provisional bill.
- As per billing database the provisional/average bill was served from 03/2002 to 02/2015.

ORDER **30.11.2024**

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 03/2002 to 02/2015 with IMR "0" Kwh on 03/2002 and FMR "6211" Kwh on 02/2015.

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
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Surjit Singh Saluja, Repr. by Sri Sonu Saluja, At/Po- Khariar Road Ward No-8, Ps- Khariar Road, Dist- Nuapada.
2. SDO Elect. Khariar Road. TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.