



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/ 114⁽⁵⁾ Dated, the 22.02.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 248/2023		
2	Complainant/s	Name & Address Sri Padma Kishor Sahu, At-Risida, Po-Risida, Dist-Kalahandi.	Consumer No 9034-2412-0327	Contact No. 91780-35844
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East 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	28.12.2023		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

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

Co-Opted Member
GRF, Bhawanipatna
Page 1 | 3

PRESIDENT

PRESIDENT



Place of Hearing: Risida Madanpur

Appeared:

1. **For the Complainant** – Sri Padma Kishor Sahu, At-Risida, Po-Risida, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

Complaint Case No. 248/2023

Sri Padma Kishor Sahu,
At-Risida,
Po-Risida,
Dist-Kalahandi.

COMPLAINANT

Con. No. 9034-2412-0327

-Versus-

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Padma Kishor Sahu, AT/ P.O- Risida, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 1.5 KW having consumer No. **9034-2412-0327** under SDO Elect. Narla.
- 2) 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.

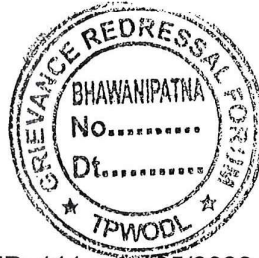
The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR
- 2) Date of supply: 10-Apr-2013
- 3) Billing Statement: June 2013 to December 2023
- 4) Category: LT/ Domestic



- 5) Connected Load: 1.5 KW
- 6) Meter No: TPWODL1133728
- 7) Installed on 27-Nov-2022
- 8) IMR 0 unit as on 12/2022: and FMR: 111 units 05/2023
- 9) Fact of the complainant: Revision of bill.
- 10) As per written version submitted by SDO Narla as follows:
 - The consumer was billed from 06/2022 to 11/2022 on meter burnt period.

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 submitted that the.
- The consumer was billed from 06/2022 to 11/2022 on meter burnt period.

ORDER 22.02.2024

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 06/2022 to 11/2022 by taking six month average consumption of present meter (i.e. IMR "0" Kwh on 12/2022 and FMR "123" Kwh on 6/2023).

The case is disposed of accordingly.

COMPLIANCE MONTH MAR-24

Recd 22.2.24
B. NAIK
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT

PRESIDENT

GRF, Bhawanipatna

Copy to: -

1. Sri Padma Kishor Sahu, AT/P.O- Risida, Dist- Kalahandi. Mob No- 91780-35844
2. SDO Elect. Narla, 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."