



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

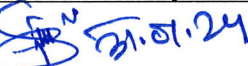
BENCH:

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

Memo No. GRF/BPT/Order/_____ Dated, the _____

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

1	Case No.	Complaint Case No. 192 /2023		
2	Complainant/s	Name & Address Sri Subrat Prasad Boidhar, Repr. By Siba Prasad Boidhar, At- Stetupada, P.O- Bhawanipatna, P.S-Bhawanipatna, Dist.- Kalahandi.	Consumer No 9035-1111-0274	Contact No. 8114741895
3	Respondent/s	Name Sri Rajesh Kumar Mishra, SDO, Elect. No-I, Bhawanipatna, 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) 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		
8	Date(s) of Hearing	24.11.2023		
9	Date of Order	30.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

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PRESIDENT

PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Subrat Prasad Boidhar, Repr. By Siba Prasad Boidhar, At- Stetupada, P.O-Bhawanipatna, P.S-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO, Elect. No-I, Bhawanipatna, TPWODL

Complaint Case No. 192/2023

Sri Subrat Prasad Boidhar, Repr. By Siba Prasad Boidhar,
At- Stetupada,
P.O-Bhawanipatna,
P.S-Bhawanipatna,
Dist.-Kalahandi.
Con. No. 9035-1111-0274

COMPLAINANT

-Versus-

Sri Rajesh Kumar Mishra,
SDO, Elect. No-I, Bhawanipatna,
TPWODL,

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Subrat Prasad Bohidar represented by Sri Shiba Prasad Bohidar, At: Statue Pada, Po- Bhawanipatna, 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/GP supply with CD of 1.5 KW having consumer No. **9035-1111-0274** under SDO No-I, Bhawanipatna.
- 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 No-I, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from January-2019 to March-2023
- 2) PVR
- 3) Date of supply: 18/12/2003
- 4) Category: LT/ GP
- 5) Connected Load: 1.5 KW
- 6) Meter No: LW495804
- 7) Installed on: 21.03.2020
- 8) CMR: 5701 KwH on dtd. 07.12.2023
- 9) As per written version submitted by SDO No-I, Bhawanipatna as follows:
 - The provisional bill was served from October-2019 to April-2021.
 - A meter replacement is showing in data base on dt. 21.03.2021, but as per PVR submitted by concerned ESO the meter was changed on dt. 21.03.2020.
 - After meter change a defective meter assessment was done by taking average of new meter consumption and an amount of Rs. 39277.40 was debited.

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 provisional bill was served from October-2019 to April-2021. A meter replacement is showing in data base on dt. 21.03.2021, but as per PVR submitted by concerned ESO the meter was changed on dt. 21.03.2020. After meter change a defective meter assessment was done by taking average of new meter consumption and an amount of Rs. 39277.40 was debited.

ORDER
30.01.2024

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 10/2019 to 03/2023 by taking average consumption of new meter (i.e., 03/20 with IMR "0" KwH and FMR "5736" KWH on 12/23).
- To impose the fixed charges for the period from 04/23 to 10/23 as applicable.
- To withdraw the earlier defective period assessment.



The case is disposed of accordingly.

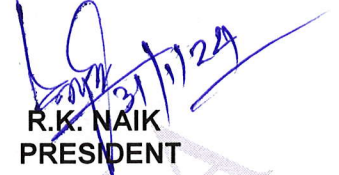
Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- February-24.

 21.01.24

K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

 31/1/24

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

3. Subrat Prasad Bohidar represented by Sri Shiba Prasad Bohidar, At: Statue Pada, Po- Bhawanipatna, Dist.- Kalahandi.
4. SDO No-I, Bhawanipatna, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."