



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. 190 /2023		
2	Complainant/s	Name & Address Smt. Minati Sahu, Repr. By Preetam Kumar Dash, At- Chudiharipada, P.O- Bhawanipatna, P.S-Bhawanipatna, Dist.- Kalahandi.	Consumer No 9035-1116-0399	Contact No. 7008447221
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		

SRN
31.01.24

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

SRN
31/1/24

PRESIDENT

PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Smt. Minati Sahu, Repr. By Preetam Kumar Dash, At- Chudiharipada, 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. 190/2023

Smt. Minati Sahu, Repr. By Preetam Kumar Dash,
At- Chudiharipada,
P.O-Bhawanipatna,
P.S-Bhawanipatna,
Dist.-Kalahandi.
Con. No. 9035-1116-0399

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt Minati Sahu represented by Sri Pritam kumar Dash, At: Chudiharipada, 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/Dom supply with CD of 2 KW having consumer No. **9035-1116-0399** 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 November-2019 to October-2023
- 2) PVR
- 3) Date of supply: 16/11/2019
- 4) Category: LT/ Dom
- 5) Connected Load: 2 KW
- 6) Meter No: LW519531
- 7) Installed on: 01.03.2022
- 8) CMR: 11806 Kahl on dtd. 07.12.2023
- 9) As per written version submitted by SDO No-I, Bhawanipatna as follows:
 - The provisional bill was served from November-2019 to January-2022.
 - A meter replacement is showing in data base on dt. 01.03.2022 with IMR 1750 KWH, but no meter has been taken place. The meter was installed since date of power supply as per report of concerned ESO.

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 November-2019 to January-2022, and a meter replacement is showing in data base on dt. 01.03.2022 with IMR 1750 KWH, but no meter has been taken place. The meter was installed since date of power supply as per PVR.

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 by way of recasting from date of power supply, i.e., 11/2019 to 12/2023.

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- February-24.


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

Page 3 | 4


R.K. NAIK
PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Copy to: -

3. Smt Minati Sahu represented by Sri Pritam Kumar Dash, At: Chudiharipada, 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.”

GRF BHAWANIPATNA