



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

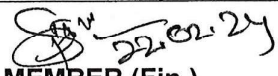
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

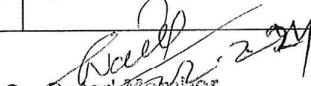
Memo No. GRF/BPT/Order/ 111⁽⁵⁾

Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 226 /2023		
2	Complainant/s	Name & Address Sri Gopi Kharsel, Repr. By Sukanti Kharsel, At-BBC Pada, P.O- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1404-0220	Contact No. 97775-62423
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	15.12.2023		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓	Respondent
11	Details of Compensation awarded, if any.	Nil		Others


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna


22/02/24
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Gopi Kharsel, Repr. By Sukanti Kharsel, At-BBC Pada, P.O- Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No, I, Bhawanipatna, TPWODL.

Complaint Case No. 226 /2023

Sri Gopi Kharsel,
Repr. By Sukanti Kharsel,
At-BBC Pada,
P.O- Bhawanipatna,
Dist.-Kalahandi

COMPLAINANT

Con. No. 9035-1404-0220

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Gopi Kharsel repr. By Sukanti Kharsel AT- BBC Pada. P.O- Bhawanipatna Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt.15.12.23, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 2 KW having consumer No **9035-1404-0220** under SDO Elect. 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 Elect.NO I Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from: January 2015 to December 2023

- 3) Date of supply: 11-Nov-2005
- 4) Category: LT/ Domestic
- 5) Connected Load : 2 KW
- 6) Meter No- LW097899
- 7) Installed on: 26.12.2018 with IMR: "1"
- 8) CMR: 2093
- 9) Fact of the complaint: Revision of bill
- 10) As written version submitted by SDO Elect. No. I, Bhawanipatna as follows:



- Average bill was served from 04/2015 to 01/2019 due to defective meter.

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 the average bill was served from 04/2015 to 01/2019 due to defective meter.

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 04/2015 to 01/2019 taking 6 months average consumption of present meter (i.e. IMR "1547" Kwh on 04/2023 and FMR "1965" Kwh on 09/2023).

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- March-24.

B. NAIK
Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Gopi Kharsel repr. By Sukanti Karsel AT- BBC Pada P.O- Bhawanipatna Dist- Kalahandi.
2. SDO Elect. NO, I Bhawanipatna, 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."