



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

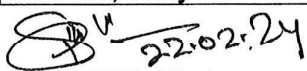
BENCH:

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

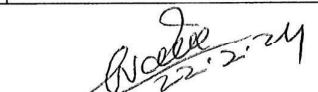
Memo No. GRF/BPT/Order/ 107^(S) Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 222 /2023		
2	Complainant/s	Name & Address Sri Satyanarayan Mishra, At-Irrigation Colony, P.O- Bhawanipatna, Dist.- Kalahandi.	Consumer No 9035-1407-0021	Contact No. 88959-22103
3	Respondent/s	Name Sri Rajesh Kumar Mishra, SDO Elect. No 1, 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	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna

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PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Bhawanipatna



Appeared:

1. **For the Complainant**– Sri Satyanarayan Mishra, At-Irrigation Colony, P.O- Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No I, Bhawanipatna, TPWODL.

Complaint Case No. 222 /2023

Sri Satyanarayan Mishra,
At-Irrigation Colony,
P.O- Bhawanipatna,
Dist.-Kalahandi

COMPLAINANT

Con. No. 9035-1407-0021

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Satyanarayan Mishra, AT Irrigation colony 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 3.00 KW having consumer No. **9035-1407-0021** 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 Elect. NO I Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from January 2019 to December 2023
- 3) Date of supply 25-Apr-2019

- 4) Category: LT/ Domestic
- 5) Connected Load 3.00 KW
- 6) Meter No- TWO2025655
- 7) Installed on:10.06.2023
- 8) IMR: "1349" Kwh.
- 9) CMR: 4430 on dtd.05.02.2024
- 10) Fact of the complainant: Revision of bill
- 11) As per written version submitted by SDO Elect. No-I, Bhawanipatna as follows:
 - Provisional bill was served to the consumer from 08/2019 to 01/2022.
 - A new meter having sl no. TW02025655 was installed on dtd.10.06.2023 with IMR 1349 Kwh.



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 provisional bill was served to the consumer from 08/2019 to 01/2022.
- As per billing data base the provisional bill raised from 01/2020 to 06/2023.

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 01/2020 to 06/2023 taking six-month average consumption of present meter (i.e. IMR "1349" on 06/2023 and FMR "3762" on 11/2023).

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.

Receipt
22.2.24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

22.02.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

22/02/24
R. K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Satyanarayana Mishra, AT Irrigation colony, P.O- Bhawanipatna, Dist- Kalahandi
mob no-8895922103
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.”