



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/ 108⁽⁵⁾ Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 223 /2023		
2	Complainant/s	Name & Address Sri Ajit Kumar Pradhan, At-Suhagpur, P.O- Deypur, Dist.-Kalahandi.	Consumer No 9035-1417-1011	Contact No. 94382-63009
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) <u>155</u> 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		

[Signature]
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
22.2.24
Co-Opted Member
GRF, Bhawanipatna

[Signature]
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Ajit Kumar Pradhan, At-Suhagpur, P.O- Deypur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No I, Bhawanipatna, TPWODL.

Complaint Case No. 223 /2023

Sri Ajit Kumar Pradhan,
At-Suhagpur,
P.O- Deypur,
Dist.-Kalahandi.

Con. No. 9035-1417-1011
Sri Rajesh Kumar Mishra,
SDO Elect. No I, Bhawanipatna,
TPWODL.

-Versus-

COMPLAINANT

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ajit Kumar Padhan AT-Suhagpur. P.O-Deypur 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 0.50KW having consumer No. **9035-1417-1011** 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:

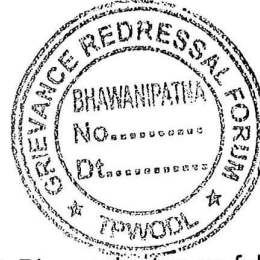
To revise the excess bill.

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 2020 to December 2023
- 3) Date of supply 13-Nov-2019

- 4) Category: LT/ Domestic
- 5) Connected Load 0.50KW
- 6) Meter No- TPWODL 1048775
- 7) Installed on:05.07.2022.
- 8) CMR: 172 KwH on dtd.05.02.2024
- 9) Fact of the complainant: Revision of bill
- 10) As per written version of SDO Elect. No.I, Bhawanipatna as follows:
 - Provisional bill was served from 01/2021 to 07/2022.



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 from 01/2021 to 07/2022.
- As per billing data base the provisional bill was raised to complainant from 01/2020 to 09/2022.

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 09/2022 taking average consumption of present meter (i.e. IMR "0" KwH on 06/2022 and FMR "172" KwH on 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- March-24.

B. NAIK
22.02.24
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Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

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

Copy to: -

1. Sri Ajit Kumar Pradhan, AT-Suhagpur P.O-Deypur Dist- Kalahandi No-9438263009
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."