

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/ 117⁽⁵⁾ Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 251/2023		
2	Complainant/s	Name & Address Sri Bandaku Nial, At-Rangiguda, Po-Kutrukhamar, Dist-Kalahandi.	Consumer No 9036-1209-0143	Contact No. 63708-84665
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.	Division Kalahandi East Ellectrical 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 <u></u> 3. OERC Conduct of Business) Regulations, 2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	29.12.2023		
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]
Co-Ordinator
GRF, Bhawanipatna
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[Signature]
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. For the Complainant – Sri Bandaku Nial, At-Rangiguda, Po-Kutrukhamar, Dist-Kalahandi.
2. For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.

Complaint Case No. 251/2023

Sri Bandku Nial,
At-Rangiguda,
Po-Kutrukhamar,
Dist-Kalahandi.

COMPLAINANT

Con. No. 9036-1209-0143

-Versus-

Sri Bijaya Kumar Mahapatra,
SDO Elect. No II Bhawanipatna,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bandaku Nial, AT- Rangiguda, PO-Kutrukhamar Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer No. **9036-1209-0143** under SDO No II 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.

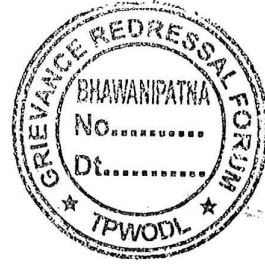
The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect.NO II Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from February 2001 to December 2023
- 3) Date of supply: 01.01.1990



- 4) Category: LT/ Domestic
- 5) Connected Load: 0.4 KW
- 6) Meter No- TPWODL1043086
- 7) Installed on: 20.07.2022
- 8) CMR: "1544" KWH on dt.03.02.2024 as per PVR
- 9) Fact: Revision of bill
- 10) As written version submitted by SDO No-II Bhawanipatna as follows:
 - The provisional bill were served to the consumer from Feb-2001 to March-2007 due to negative reading.
 - Provisional/average bills were served to the consumer from July-2012 to May-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 to the consumer from Feb-2001 to March-2007 due to negative reading.
- The Provisional/average bills were served to the consumer from July-2012 to May-2022.
- As per billing database the consumer status appears disconnected but as per PVR report the meter is working OK, with FMR "1544" Kwh.

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 07/2012 to 07/2022 by taking average consumption of present meter (i.e. IMR "1310" Kwh on 05/2023 and FMR "1500" Kwh on 10/2023).

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

K.K. PATTNAIK
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bandaku Nial, AT- Rangiguda, P.O- Kutrukhamar, Dist- Kalahandi mob no- 6370884665
2. SDO Elect. NO II 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.”