



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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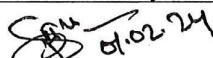
BENCH:


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

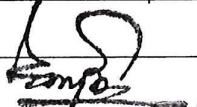
Memo No. GRF/BPT/Order/ 87⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 210 /2023		
2	Complainant/s	Name & Address Sri Rafik Ali Khan, Repr By Sultan, At-Badli, Po-Kutrukhamar, Dist- Kalahandi.	Consumer No 9036-1217-0372	Contact No. 81441-00296
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. II, 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	13.12.2023		
9	Date of Order	01.02.2024		
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


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kutrukhamar

Appeared:

1. **For the Complainant** – Sri Rafik Ali Khan, Repr By Sultan, At-Badli, Po-Kutrukhamar, Dist- Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. II, BHAWANIPATNA, TPWODL.

Complaint Case No. 210/2023

Sri Rafik Ali Khan,
Repr By Sultan,
At-Badli,
Po-Kutrukhamar,
Dist- Kalahandi.

COMPLAINANT

Con. No. 9036-1217-0372

-Versus-

Sri Bijaya Kumar Mahapatra,
SDO Elect. II, BHAWANIPATNA,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Rafik Alikhan represented by Sultan, AT- Badli, P.O – Kutrukhamar 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 average / provisional billing of his LT/Dom supply with CD of 2 KW having consumer No. **9036-1217-0372** 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 bill with installing a parallel meter.



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 submitted from 04/2010 to 11/2023
- 3) Date of supply: 23.03.2010
- 4) Category: LT/ Dom
- 5) Connected Load: 2. KW
- 6) Meter No: LW198397
- 7) Installed on 07.04.2019
- 8) CMR: 10227 KWH as on 04.01.2024
- 9) Fact of the complainant: To revise the bill
- 10) As per written version submitted by SDO II Bhawanipatna as follows:
 - The average bill was served from December-2013 to June- 2022 due to house lock.
 - On dated 27.02.2023 bill is revised from April 2019 to June 2022 to reset the units for smooth billing.

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 average bill was served from December 2013 to June 2022 due to house lock.

ORDER
01.02.2024

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 12/2013 to 06/2022 by taking average consumption of present meter. (i.e. IMR "01" KWH on 04/2019 & FMR "10286" KWH on 01/2024).

➤ To withdraw the earlier revision on dt. 27.02.2023.

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.

Handwritten: 12/24
B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Handwritten: 25.02.24
K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

Handwritten: 25/02/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

3. Sri Rafik Alikhan, repr.by Sultan, At: Badli, Po- Kutrukhamar, Dist- Kalahandi.
4. SDO Elect. No-II, 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.”