



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

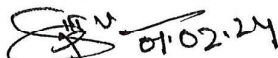
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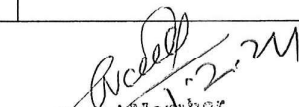
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 96⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 211 /2023		
2	Complainant/s	Name & Address Sri Chaitanya Bhakta, At-Kutrukhamar, Po-Kutrukhamar, Dist- Kalahandi.	Consumer No 9036-1217-0835	Contact No. 81146-48690
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No-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 <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		
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


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Kutrukhamar

Appeared:

1. **For the Complainant** – Sri Chaitanya Bhakta, At-Kutrukhamar, Po-Kutrukhamar, Dist-Kalahandi
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.

Complaint Case No. 211/2023

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

COMPLAINANT

Con. No. 9036-1217-0835

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Chaitanya Bhakta AT/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 his LT/Dom supply with CD of 1 KW having consumer No **9036-1217-0835** 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. II Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Date of supply: 05.10.2018
- 3) Billing Abstract from Oct-2018 to Nov-2023
- 4) Category: LT/ Dom
- 5) Connected Load: 1. KW
- 6) Meter No: WHL037428
- 7) Installed on 23.11.2021
- 8) CMR: 1757 KWH as on 04.01.2024
- 9) Facts of the complainant: Revision of bill
- 10) As per written version submitted by SDO II Bhawanipatna as follows:



- The average bill was served from October-2018 to October-2019 due to without 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 submitted that the average bill was served from October-2018 to October 2019 due to without meter.

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 October 2018 to October 2019 by taking six months average consumption of present meter (i.e. IMR "55" KwH on 02/2022 and FMR "794" KwH on 08/2022).

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 02.24
B. NAIK

K.K. PATTNAIK 01.02.24
K.K. PATTNAIK

R.K. NAIK 01/02/24
R.K. NAIK

CO-OPTED MEMBER / **MEMBER (Full) Forum**
TPWODL, Bhawanipatna

Co-Opted Member
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

Copy to: -

3. Sri Chaitanya Bhakta, AT/P.O- Kutrukhamar, Dist- Kalahandi. Mob no- 8114648690
4. SDO 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.”

GRF BHAWANIPATNA