



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

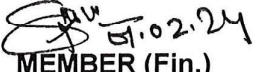
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 97^(S)

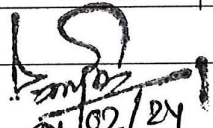
Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 215 /2023		
2	Complainant/s	Name & Address Sri Prahallad Masra, At-Kutrukhamar, Po-Kutrukhamar, Dist- Kalahandi.	Consumer No. 9036-1217-0843	Contact No. 78949-12175
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) 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	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
Grievance Redressal Forum
TPWODL, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna
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PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Kutrukhamar

Appeared:

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

Complaint Case No. 215/2023

Sri Prahallad Masra,
At-Kutrukhamar,
Po-Kutrukhamar,
Dist- Kalahandi.
Con. No. 9036-1217-0843

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Prahallad Masra, AT/P.O-Kutrukhamar. Dist- Kalahan under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp co in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom sup with CD of 1. KW having consumer No. 9036-1217-0843 under SDO Elect. No Bhawanipatna.
- 2) The complainant has intimated the same to the OP, but till date the OP remains sil for which getting no other way the complainant has approached this forum 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 subr as follows:

- 1) PVR
- 2) Date of supply: 05-Oct-2018
- 3) Billing Statement: October 2018 to December 2023
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: WHLO38983
- 7) Installed on: 01.11.2021
- 8) CMR: 1739 as on 04.01.2024
- 9) Facts of the Complainant: Revision of bill
- 10) As per written version submitted by SDO No II Bhawanipatna as follows:
 - The provisional/average bill was served from 10/2018 to 10/2019 for 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 provisional/average bill was served from 10/2018 to 10/2019 for 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 10/2018 to 10/2019 by taking six-month average consumption of present meter (i.e. IMR "1166" Kwh on 04/2023 and FMR "1603" on 09/2023).

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.

[Signature]
B. NAIK
Grievance Redressal Forum
TPWODL, Bhawanipatna
Copy to: -

[Signature] 01.02.24
K.K. PATTNAIK
MEMBER (Fin.)
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature] 01/02/24
R. NAIK
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna
M.No 7894912173

1. Sri Prahallad Masra AT-/P.O-Kutrukhamar Dist- Kalahandi. M.No 7894912173
2. SDO Elect. No II BPT , 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."