



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

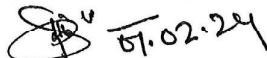
BENCH:

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

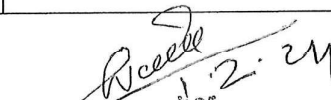
Memo No. GRF/BPT/Order/ 98⁽⁵⁾ Dated, the 01.02.2024

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

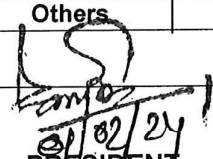
1	Case No.	Complaint Case No. 216 /2023		
2	Complainant/s	Name & Address Sri Jagannath Bishoi, Repr. By Bisweswar Bishoi At-Singjharan, Po- Risigaon, Dist- Kalahandi.	Consumer No 9036-1218-1218	Contact No. 86582-80535
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	13.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

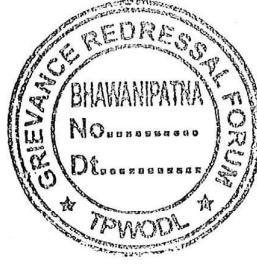

MEMBER (Fin.)
MEMBER

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 Jagannath Bishoi, Repr. By Biseswar Bishoi At-Singjharan, Po-Risigaon, Dist- Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.

Complaint Case No. 216/2023

Sri Jagannath Bishoi,
Repr. By Biseswar Bishoi
At-Singjharan,
Po-Risigaon,
Dist- Kalahandi

COMPLAINANT

Con. No. 9036-1218-1218

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jaganath Bishi Rep- by Biseswar Bishi AT-Singhjaran P.O - Risigaon , 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. 90361218-1218 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:16.12.2019
- 3) Billing abstract from July 20 to 11/2023
- 4) Category: LT/ Dom
- 5) Connected Load: 1. KW
- 6) Meter No:2342249
- 7) Installed on16.12.2019
- 8) CMR: 138 KWH as on 04.01.2024
- 9) Fact of the complainant: Revision of bill
- 10)As per written version submitted by SDO II Bhawanipatna as follows:
 - The average bill was served from June 2023 to November 2023 due to negative reading.



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 June 2023 to November 2023 due to negative meter reading.
- As per billing data base the bill revision has already taken into account on dtd. 0801.2024 for the period from 11/2020 to 11/2023. So, further bill revision not required.

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:

- The bill revision has already been considered; no further revision has required.

The case is disposed of accordingly. The case has Dropped.

B. NAIK
B. NAIK
CO-ORDINATOR MEMBER
Co-Opted Member

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

R.R. NAIK
R.R. NAIK
PRESIDENT
President

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TPWODL, Bhawanipatna
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TPWODL, Bhawanipatna

1. Sri Jaganath Bishi, At: Singhjharan , Po- Risigaon, Dist- Kalahandi M N- 8658280535
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”