



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/ 262^S Dated, the 22.04.2024

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

1	Case No.	Complaint Case No. BPT-93/2024		
2	Complainant/s	Name & Address Sri Suru Naik, Repr. By Sri Abhi Naik, At-Nagjhari, Po-Sagda, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1305-0723	Contact No. 63707-64071
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	19.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Receipt
22/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

22.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Signature
22/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Suru Naik, Repr. By Sri Abhi Naik, At-Nagjhari, Po-Sagda, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-93/2024

Sri Suru Naik,
Repr. By Sri Abhi Naik,
At-Nagjhari, Po-Sagda,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

Con. No.9036-1305-0723

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Suru Naik Repr. by Abhi Naik AT- Nagjhari P.O- Sagda Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt.19.02.24, 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. **9036-1305-0723** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the excess bill was raised during 05/2015.
- 3) 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 dtd. 29.02.2024
- 2) Bill details from August 2011 to January 2024
- 3) Date of supply 12.08.2011
- 4) Category: LT/ Domestic



- 5) Connected Load 1 KW
- 6) Meter No- TPWODL1183423
- 7) Installed on: 01.09.2023 with IMR: "0"
- 8) CMR: 93 Kwh as on 29.02.2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Average/ provisional bill was served to the consumer from 01/2020 to 01/2023 due to meter defective.
- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
 - Disputed bill of the said period may be considered to resolve the case.

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 revise the excess billing was raised during 05/2015. The OP submitted that disputed bill of the said period may be considered to resolve the case.
- As per billing database, 8077 units was billed in the month of 05/2015.

ORDER
22.04.2024

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 by way of recasting from 08/2011 to 05/2017 with IMR "0" Kwh on 08/2011 and FMR "1180" Kwh on 05/2017.

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- May-24.


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


K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Suru Naik Repr. By Abhi Naik AT- Nagjhari P.O- Sagda Dist- Kalahandi
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."