



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 22⁽⁵⁾ Dated, the 09.01.2024

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

1	Case No.	Complaint Case No. 186 /2023		
2	Complainant/s	Name & Address Sri Tila Majhi, Repr. By Smt Ambika Majhi At-Turpi, Sargiguda, Po-Bhangabari, P.S- Karla pada, Dist.-Kalahandi.	Consumer No 9036-1306-1361	Contact No.
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) 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	22.11.2023		
9	Date of Order	09.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


PRESIDENT

PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Karlapada, Bhawanipatna

Appeared:

For the Complainant – Sri Tila Majhi, Repr. By Smt Ambika Majhi, At-Turpi, Sargiguda, Po-Bhangabari, P.S-Karla pada, Dist.-Kalahandi.

For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna.
TPWODL

Complaint Case No. 186/ 2023

Sri Tila Majhi, Repr. By Smt Ambika Majhi,
At-Turpi, Sargiguda,
Po-Bhangabari,
P.S-Karla pada,
Dist.-Kalahandi. -
Con. No. 9036-1306-1361

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt Ambika Majhi represented for Sri Tila Majhi, At: Turpi, Sargiguda, Po- Bhangabari, 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 / meter mismatch of his LT/Dom supply with CD of 0.5 KW having consumer No. **9036-1306-1361** 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 No-II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) Billing Abstract from January-2020 to October-2023
- 2) PVR
- 3) Date of supply: 24/01/2018
- 4) Category: LT/ Dom
- 5) Connected Load: 0.5 KW
- 6) Meter No: TW02051016
- 7) Installed on: 10.10.2023
- 8) CMR: 08 Kwh on dtd. 28.11.2023
- 9) As per written version submitted by SDO No-II, Bhawanipatna as follows:
 - The provisional/actual bill was served from July-2023 to September-2023 due to meter burnt.

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/actual bill was served from July-2023 to September-2023 due to meter burnt.

ORDER

09.01.2024

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 June-2023 to October-2023 by taking six-month average consumption of new meter (i.e. 10/2023 to 03/2024).

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- April-24.


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna

- Copy to:
1. The complainant consumer Smt Ambika Majhi represented for Sri Tila Majhi, At: Turpi, Sargiguda, Po- Bhangabari, dist.- Kalahandi.
 2. SDO 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.”