



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/_____ Dated, the _____

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

1	Case No.	Complaint Case No. 180 /2023		
2	Complainant/s	Name & Address Sri Damru Goud, At-Nandol, P.O-Nandol, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9040-0102-2022	Contact No. 63716-07603
3	Respondent/s	Name Sri Lokanath Dash, EE, KWED, Bhawanipatna, TPWODL. Repr. By Sri Manoj Pattnaik, SDO, Elect. Junagarh, TPWODL	Division Kalahandi West 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	21.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Junagarh

Appeared:

1. **For the Complainant** – Sri Damru Goud, At-Nandol, P.O-Nandol, P.S-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Lokanath Dash, EE, KWED, Bhawanipatna, TPWODL. Repr. By Sri Manoj Pattnaik, SDO, Elect. Junagarh, TPWODL

Complaint Case No. 180/2023

Sri Damru Goud,
At-Nandol,
P.O-Nandol
P.S-Junagarh,
Dist.-Kalahandi.
Con. No. 9040-0102-2022

COMPLAINANT

-Versus-

Sri Lokanath Dash, EE, KWED, Bhawanipatna, TPWODL.
Repr. By Sri Manoj Pattnaik, SDO, Elect. Junagarh, TPWODL

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dambaru Goud, At: Nandol-V, Po- Nandol, Junagarh, 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/Irr supply with CD of 4 KW having consumer No. **9040-0102-2022** under EE, KWED, 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 (EE, KWED) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from April-2018 to December-2023

- 2) PVR
3) Date of supply: 10/01/2021
4) Category: LT/ Irrigation Pumping and Agriculture
5) Connected Load: 4 KW
6) Meter No:
7) As per written version submitted by EE KWED, Bhawanipatna as follows:
- The date of power supply of the consumer 10.01.2021.
 - The consumer was billed on average basis from date of power supply to till date (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 date of power supply of the consumer 10.01.2021 and the consumer was billed on average basis from date of power supply to till date (without meter).

ORDER

31.01.2024

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 install a new meter in coordination with MRT, and revise the bill from 01/2021 to till installation of new meter by taking 12 months average consumption of new meter.

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- February-25.


K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

Copy to: -

1. Sri Dambaru Goud, At: Nandol-V, Po- Nandol, Junagarh, Dist.- Kalahandi.
2. EE, KWED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

“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.”

GRF BHAWANIPATNA