



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/ 315⁵¹

Dated, the 14.05.2024

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-107/2024 | | |
| 2 | Complainant/s | Name & Address Sri Mohanlal Pujhari, At-Amgachhpada, Po-Junagarh, Dist.-Kalahandi. | Consumer No 9042-4102-0485 | Contact No. |
| 3 | Respondent/s | Name Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL. | Division Kalahandi West 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 _____ 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 | 06.03.2024 | | |
| 9 | Date of Order | 14.05.2024 | | |
| 10 | Order in favour of | Complainant | Respondent | Others |
| 11 | Details of Compensation awarded, if any! | Nil | <input checked="" type="checkbox"/> | |

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Kalampur



Appeared:

1. **For the Complainant** – Sri Mohanlal Pujhari, At-Amgachhpada, Po-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

Complaint Case No. BPT-107/2024

Sri Mohanlal Pujhari,
At-Amgachhpada,
Po-Junagarh,
Dist.-Kalahandi.
Con. No.9042-4102-0485

COMPLAINANT

-Versus-

Sri Manoj Kumar Pattnaik,
SDO Elect. Junagarh,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

1. The complainant consumer Sri Mohanlal Pujhari, At-Amgachhpada, Po-Junagarh, Dist.-Kalahandi.under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on 06.03.24, 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 **9042-4102-0485** under SDO Elect. Junagarh.
- 2) As complained by the complainant the bill was raised on provisional basis from 05/2018 to 04/2019.
- 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 provisional bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from May 2018 to March 2024
- 3) Date of supply 03.06.2018



- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- WLT152217
- 7) Installed: 23.05.2019 and IMR "346"
- 8) CMR: 1737 Kwh
- 9) Meter Status: Live
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
 - The consumer has disputed regarding bills to the actual supply date i.e. 23/05/2019.

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 provisional bill. The OP submitted that the consumer has disputed regarding bills to the actual supply date i.e. 23/05/2019.
- As per billing database the provisional bill was served from 05/2018 to 04/2019.

ORDER
14.05.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


- To revise the bill from 05/2018 to 04/2019 by taking six months average consumption of present meter (i.e. IMR "346" Kwh on 05/2019 and FMR "586" Kwh on 10/2019).

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- June-24.


B. NAIK
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Mohanlal Pujhari, At-Amgachhpada, Po-Junagarh, Dist.-Kalahandi
2. SDO Elect. Junagarh, 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."