



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/ _____

Dated, the _____

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

1	Case No.	Complaint Case No. 174 /2023		
2	Complainant/s	Name & Address Sri Chandramani Bag, Repr. By Chintamani Bag, At-Golamunda, P.O- Dedar, P.S-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4213-0124	Contact No. 98615-98638
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	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 Chandramani Bag, Repr. By Chintamani Bag, At-Golamunda, P.O-Dedar, P.S-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** –Sri Manoj Kumar Pattnaik, SDO, Elect. Junagarh, TPWODL

Complaint Case No. 174/2023

Sri Chandramani Bag, Repr. By Chintamani Bag,
At-Golamunda,
P.O-Dedar,
P.S-Junagarh,
Dist.-Kalahandi.
Con. No. 9042-4213-0124

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Chandramani Bag represented by Sri Chintamani Bag At: Golamunda Po- Dedar, 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/Dom supply with CD of 0.5 KW having consumer No. **9042-4213-0124** under SDO Junagarh.
- 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 Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from April-2012 to December-2023
- 2) PVR



- 3) Date of supply: 25/03/2012
- 4) Category: LT/ DOM
- 5) Connected Load: 1.5 KW
- 6) Meter No: TPWODL1112883
- 7) Installed on. 01.11.2022.
- 8) CMR: 489 Kwh on dtd. 11.12.2023
- 9) As per written version submitted by SDO Junagarh as follows:
 - The consumer is billed actual up to 11/2023.
 - The consumer has bill dispute regarding at a time reading 1241 units in the month 05/2022.

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 abnormal billing. The OP submitted that in the consumer has bill dispute regarding at a time reading 1241 units in the month 05/2022.

ORDER **31.01.2024**

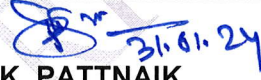
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


The OP is directed as follows:

- To revise the bill from 12/2020 to 11/2022 by taking six months average consumption of new meter (i.e. IMR "130" Kwh on 04/23 and FMR "456" Kwh on 09/2023).

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-24.


K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Chandramani Bag represented by Sri Chintamani Bag At: Golamunda Po- Dedar, Junagarh, Dist.- Kalahandi.
2. SDO 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."

GRE BHAWANIPATNA