



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

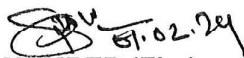
BENCH:

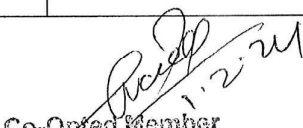
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

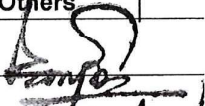
Memo No. GRF/BPT/Order/ 92⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 236/2023			
2	Complainant/s	Name & Address	Consumer No.	Contact No.	
		Sri Binaya Khamari, At/Po-Sanyasi Kundamal, Dist-Kalahandi.	9042-4308-0214	95565-99263	
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) <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	19.12.2023			
9	Date of Order	01.02.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


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


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Junagarh

Appeared:

1. **For the Complainant** – Sri Binaya Khamari, At/Po-Sanyasi Kundamal, Dist-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL

Complaint Case No. 236/2023

Sri Binaya Khamari,
At/Po-Sanyasi Kundamal,
Dist-Kalahandi...
Con. No. 9034-4308-0214

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Binaya Khamari AT/P. O Sanyasi Kundamal Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Junagarh on dt. 19.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 1.5 KW having consumer No. **9042-4308-0214** under SDO Elect. 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 Elect. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from February 01 to December 2023.
- 3) Date of supply: 01.01.1990
- 4) Category: LT/ Domestic



- 5) Connected Load: .1.5KW
- 6) Meter No-TWSP51032539
- 7) Installed on: 18.08.2023
- 8) CMR: 1123 Kwh
- 9) Facts of the complainant: to revise the abnormal and average bill from 2/2019 to 6/2023.
- 10) As per written version submitted by SDO Junagarh as follows:
 - The consumer was billed on actual basis in 12/2023.
 - The consumer has billing dispute from 02/2019 to 06/2023, raised on average basis.

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 average billing. The OP submitted that the consumer has billing dispute from 02/2019 to 06/2023, raised on average basis.
- As per billing data base the provisional adjustment has taking into account on 02/2019 & 08/2020.

ORDER
01.02.2024

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

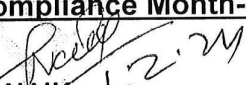
The OP is directed as follows:


- To revise the bill from 10/2020 to 07/2023 by taking six months average consumption of present meter (i.e. IMR "0" Kwh on 08/2023 and FMR "1123" Kwh on 01/2024).

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- March- 2024.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Binaya Khamari AT /P.O Sanyasi Kundamal Dist-Kalahandi .M. No 9556599265
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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."