



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/ 127⁽⁵⁾

Dated, the 29.02.2024

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

1	Case No.	Complaint Case No. 235/2023		
2	Complainant/s	Name & Address Sri Susanta Kumar Panda, Repr. By Anmol Panda, At/Po-Mathura, Dist- Kalahandi.	Consumer No 9042-4309-0668	Contact No. 89172-50912
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	19.12.2023		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

[Signature]
MEMBER (Fin.)
MEMBER

[Signature]
Co-Opted Member
GRF, Bhawanipatna

[Signature]
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Junagarh

Appeared:

1. **For the Complainant** – Sri Susanta Kumar Panda, Repr. By Anmol Panda, At/Po-Mathura, Dist-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL

Complaint Case No. 235/2023

Sri Susanta Kumar Panda,
Repr. By Anmol Panda,
At/Po-Mathura,
Dist-Kalahandi.
Con. No. 9042-4309-0668

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Susanta Kumar Panda Rep by Anmol Panda AT/P. O Mathura 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 dtd. 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. **9042-4309-0668** 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: .1.5 KW
- 6) The consumer is not satisfied with GRF order vide case no 1030/2022.
- 7) Meter No-300012384
- 8) CMR 4461
- 9) Facts: Revision of bill.
- 10) As written version submitted by SDO Junagarh as follows:
 - The complainant is not satisfied with the previous GRF order vide case No 1030/2022.

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 is reiterated for excess billing. The OP submitted that the complainant is not satisfied with the previous GRF order vide case No 1030/2022.
- As per billing database the bill revision has already taken into account 23.02.2023 & 06.06.2023.


ORDER
29.02.2024

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:

- The bill revision has already been considered; no further revision has required.
- The complainant is directed to represent to the Ombudsman-II, Bhubaneswar, if aggrieved with the previous GRF order vide case No 1030/2022.

The case is disposed of accordingly. The case has Dropped.


B. NAIK
CO-OPTED MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


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


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

Copy to: -

1. Sri Susanta kumar Panda, Repr. by Anmol panda, AT /P. O-Mathura Dist-Kalahandi.
Mob No 89172-50912
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.”