



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/ 187^(S)

Dated, the 30.03.2024

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-06/2024		
2	Complainant/s	Name & Address Sri Kasim Nag, At/Po-Paruaguda, Ps-Kalampur, Dist- Kalahandi.	Consumer No 9042-4402-0155	Contact No. 95568-44158
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	09.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

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 Kasim Nag, At/Po-Paruaguda, Ps-Kalampur, Dist- Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

Complaint Case No. BPT-06/2024

Sri Kasim Nag,
At/Po-Paruaguda,
Ps-Kalampur,
Dist- Kalahandi.

COMPLAINANT

Con. No. 9042-4402-0155

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Kasim Nag, At/Po- Paruaguda, Ps-Kalampur, 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 09.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1.5 KW having consumer No **9042-4402-0155** 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: Jan-2014 to Feb-2024
- 3) Date of supply 29-Jan-2014 as per billing database
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW as per billing database



- 6) Meter No- 300011755 as per billing database
- 7) Installed on: 14.12.2022 as per billing database
- 8) CMR: 1062
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Junagarh as follows:

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 consumer has disputed regarding high bill in the months of 10/2022 and 11/2022 of 3065 units and 1443 units respectively.
- As per billing database the suppress reading of 3065 units was billed in the month of 10/2022.
- As per billing database the bill was raised on 11/2022 on defective meter reading.

ORDER
30.03.2024

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 by way of recasting from 01/2014 to 10/2022 with IMR "0" Kwh on 01/2014 and FMR "7465" Kwh on 10/2022.
- To revise the bill for the month of 11/2022 by taking six months average consumption of present meter (i.e. IMR "0" Kwh on 12/2022 and FMR "540" Kwh on 05/2023).

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- April-24


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


30.03.24

K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Kasim Nag, At/Po-Paruaguda, Ps-Kalampur, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."