



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/ 8245

Dated, the 27.01.2025

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-502/2024																										
2	Complainant/s	Name & Address Smt Babita Bag, Repr. By Sri Kamal Bag, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4408-0736	Contact No. 99376-08377																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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8	Date(s) of Hearing	10.12.2024																										
9	Date of Order	27.01.2025																										
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: Junagarh
Appeared:

1. **For the Complainant** – Smt Babita Bag, Repr. By Sri Kamal Bag, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.
- Complaint Case No. BPT-502/2024**

Smt Babita Bag,
Repr. By Sri Kamal Bag,
At-Bankapala, Po-Deypur,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No.9042-4408-0736

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Smt. Babita Bag, Repr. by Sri Kamal Bag, At- Bankapala, Po-Deypur, 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 Junagarh on dt. 10.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9042-4408-0736** under SDO Elect. Junagarh.
- 2) As complained by the complainant that he has availing power supply as Sobhagya category consumer.
- 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 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: 26.12.2021
- 2) Bill details from: 01/2021 to 11/2024
- 3) Date of supply: 20/01/2021
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No – 5022695
- 7) Installed on: 06.2019 with IMR: "0"
- 8) CMR: 11681 Kwh as on 26.12.2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
 - Consumer has dispute regarding higher slab bill due to wrong supply date.

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 stated that Consumer has dispute regarding higher slab bill due to wrong supply date.
- The JE has furnished PVR the supply was release on 16.06.2019.

ORDER

27.01.2025

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 recast the bill from 06/2019 to 11/2024 by taking IMR "0" Kwh on 06/2019 and FMR "11935" Kwh on 11/2024.
- To withdraw the bill revision done and debited on dt.21.02.2023.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **February-25** the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-February-25

B. NAIK
Co-Opted Member

K.K. PATTNAIK
MEMBER (Fin.)

R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Smt. Babita Bag, Repr. by Sri Kamal Bag, At- Bankapala, Po- Deypur, 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."