



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/ 142⁽⁵⁾ Dated, the 19.03.2024

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

1	Case No.	Complaint Case No. BPT-07/2024		
2	Complainant/s	Name & Address Sri Ganesh Naik, At-Th. Rampur, Po-Th. Rampur, Dist- Kalahandi.	Consumer No 9042-4412-0076	Contact No. 76840-46184
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 _____ 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	09.01.2024		
9	Date of Order	19.03.2024		
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		

Ranjan
19.03.24
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

Kamala
19.03.24
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
19.03.24
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kalampur.

Appeared:

1. **For the Complainant** – Sri Ganesh Naik, At-Th. Rampur, Po-Th. Rampur, Dist- Kalahandi
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

Complaint Case No. BPT-07/2024

Sri Ganesh Naik,
At-Th. Rampur,
Po-Th. Rampur,
Dist- Kalahandi.

COMPLAINANT

Con. No. 9042-4412-0076

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Ganesh Naik, AT/P.O- Th.Rampur, 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 dt.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 2 KW having consumer No **9042-4412-0076** 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 Feb 2001 to December 2023
- 3) Date of supply 01.01.1990
- 4) Category: LT/ DOM
- 5) Connected Load 2KW
- 6) Meter No- TWO2024500

- 7) Installed on: 07.06.2022
- 8) CMR: 1846 KwH
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Junagarh as follows:
 - Provisional bill was served to consumer from 12/2002 to 10/2017.

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 the provisional bill was served to consumer from 12/2002 to 10/2017.

ORDER
19.03.2024

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 Recast Bill From 06/2022 to 02/2024 with IMR "0" KwH On 06/2022 And FMR "1875" KWH As on 02/2024.
- To Revise the bill 06/2020 to 05/2022 taking six-month average consumption of the present meter (i.e. IMR "1676" KwH on 04/2023 and FMR "1764" KwH on 09/2023).

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

Copy to: -

K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Ganesh Naik, At/Po- Th.Rampur, Dist- Kalahandi, Mob no.76840-46184
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."