

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)

Dated, the 28 01 2025

Quorum:

Er. Ranjan Kumar Naik

President

Sri Kamala Kanta Pattnaik

Member (Finance)

Sri Bhairaba Naik

Co-Opted Member

	Name & Address Sri Madhab Chandra Panigrah Smt Soubhagya Panigrahi, At/ Ps-Golamunda, DistKalahand Name Sri Balmakund Biswa SDO Elect. Dharamgarh, TP 1. Agreement/Termination 3. Classification/Reclassification of Consumers	Po-Sosia, li. I, WODL.	Consumer No 9043-4225-0104 Divis Kalahandi We Division, T	st Electric	3415	
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	11. Security Deposit / Interest					
	13. Transfer of Consumer Ownership	14.Volt	oltage Fluctuations			
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MEMBER (Fin.) MEMBER

Grievance Redressal Forum TPWO DE Bus Wartpatna

CRF, Bhawanipatna

GRE, Ebawanipatua



Place of Hearing: Golamunda Appeared:

- 1. **For the Complainant** Sri Madhab Chandra Panigrahi, Repr. By Smt Soubhagya Panigrahi, At/Po-Sosia, Ps-Golamunda, Dist.-Kalahandi.
- 2. For the Respondent Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL. Complaint Case No. BPT-06/2025

Sri Madhab Chandra Panigrahi, Repr. By Smt Soubhagya Panigrahi, At/Po-Sosia, Ps-Golamunda, Dist.-Kalahandi.

Con. No.9043-4225-0104

COMPLAINANT

Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Madhab Chandra Panigrahi, Repr. by Smt Sobhagya Panigrahi, At/Po- Sosia, Ps- Golamunda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Golamunda on dt. 09.01.2025, in brief as follows:

- The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.50 KW having consumer no- 9043-4225-0104 under SDO Elect. Dharamgarh
- 2) As complained by the complainant abnormal bill was served during the period from 02/2011 to 11/2023.
- 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:

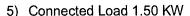
The OP (SDO Elect. Dharamgarh) in its counter reply and course of hearing submitted as follows:

1) PVR: 23/01/2025

2) Bill details from: 11/2001 to 12/2024

3) Date of supply: 31/07/2001

4) Category: LT/Domestic



6) Meter No - TWNX514385

7) Installed on: 29/12/2023 with IMR "0"

8) CMR: 1410 KwH AS ON 23/01/2025

9) The meter status: Ok

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Dharamgarh as follows:

• Billing was average from 10/2023 to 11/2023 and meter was installed on 29/12/2023 and billing is actual till now.

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 billing was average from 10/2023 to 11/2023 and meter was installed on 29/12/2023 and billing is actual till now.
- As per billing database some bill was raised in high consumption meter reading during the period from 02/2011 to 09/2023, which seems supress meter reading.
 And average bill was served from 10/2023 to 11/2023 due to meter defective.

ORDER 28.01.2025

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 02/2011 to 09/2023 with IMR "0" KwH on 02/2011 and FMR "23200" KwH as on 09/2023.
- To revise the bill from 10/2023 to 11/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" KwH on 12/2023 and FMR "647" KwH on 05/2024).

The case is disposed of accordingly.

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

Compliance Month-February-25

B. NAIK

Co-Cuted Member

GIF, Bhawmipatas

Co-Opted Member

K.K. PATTNAIK MEMBER (Fin.)

WENDER (FIII.

Grievance Redressal Forum

R.K. NAIK PRESIDENT

GRF, Bhawanipatna



Copy to: -

- 1. Sri Madhab Chandra Panigrahi, Repr. by Smt Sobhagya Panigrahi, At/Po- Sosia, Ps-Golamunda, Dist- Kalahandi.
- 2. SDO Elect. Dharamgarh 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."