



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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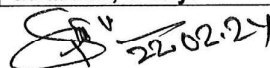
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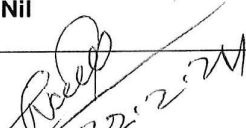
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 115⁽⁵⁾ Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 239/2023		
2	Complainant/s	Name & Address Sri Rajkishor Panda, At-Ganiary, Po- Jatgad Dist-Nuapada.	Consumer No 9062-3211-1917	Contact No. 77351-49716
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect., Nuapada TPWODL.	Division Nuapada Ellectrical 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	20.12.2023		
9	Date of Order	22.02.2024		
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		


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Nuapada

Appeared:

1. For the Complainant – Sri Rajkishor Panda, At-Ganiary, Po-Jatgad Dist-Nuapada.
2. For the Respondent – Sri Abhinash Biswal, SDO Elect., Nuapada TPWODL.

Complaint Case No. 239/2023

Sri Rajkishor Panda,
At-Ganiary,
Po-Jatgad
Dist-Nuapada.
Con. No. 9062-3211-1917

COMPLAINANT

-Versus-

Sri Abhinash Biswal,
SDO Elect., Nuapada
TPWODL.

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Raj Kishor Panda, AT- Ganiary.P. O- Jatgad Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dtd. 20.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 2 KW having consumer No. 9062-3211-1917 under SDO Elect. Nuapada.
- 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:

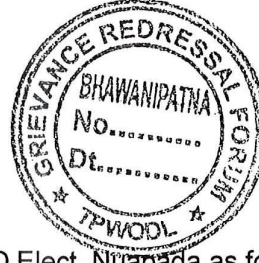
To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR
- 2) Billing Abstract from : May 2004 to December 2023
- 3) Date of supply: 18-Feb-2004
- 4) Category: LT/ Domestic
- 5) Connected Load: 2 KW

- 6) Meter No- TW02053078
 7) Installed on: 26-Jun-2023
 8) CMR "768" KWH
 9) Facts: Revision of bill
 10) As written version submitted by SDO Elect. Nuapada as follows:
- The provisional bill was served from 03/2021 to 03/2023.



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 provisional /Average billing. The OP submitted that the provisional bill was served from 03/2021 to 03/2023.
- As per billing database the average billing was raised from 03/2021 to 06/2023.

ORDER 22.02.2024

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:

- To revise the bill from 03/2021 to 06/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 06/2023 and FMR "647" Kwh on 11/2023).

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- March-2024.

[Signature]
B. NAIK
 CO-OPTED MEMBER
 Co-Opted Member
 GRF, Bhawanipatna

[Signature]
K.K. PATNAIK
 MEMBER (Fin.)
 Member (Fin.)
 GRF, Bhawanipatna

[Signature]
R.K. NAIK
 PRESIDENT
 PRESIDENT
 GRF, Bhawanipatna

Copy to: -

1. Sri Raj Kishor Panda AT- Ganiary P.O Jatgad Dist- Nuapada .M.No-7735149716
2. SDO Elect. Nuapada, 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."