



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 102^(S) Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 242/2023		
2	Complainant/s	Name & Address Sri Siva Prasad Gupta, Repr. By Sri Saswat Gupta, At-Santi Nagar Word No-18, Po-Khariar Road, Dist-Nuapada.	Consumer No. 9063-3101-0541	Contact No. 80185-88147
3	Respondent/s	Name Sri Pradipta Kumar Khilar, SDO Elect. Khariar Road 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) 155 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	21.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

Co-Opted Member
GRF, Bhawanipatna

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PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Siva Prasad Gupta, Repr. By Sri Saswat Gupta, At-Santi Nagar Word No-18, Po-Khariar Road, Dist-Nuapada.
2. **For the Respondent** –Sri Pradipta Kumar Khilar, SDO Elect. Khariar Road Nuapada, TPWODL.

Complaint Case No. 242/2023

Sri Siva Prasad Gupta,
Repr. By Sri Saswat Gupta,
At-Santi Nagar Word No-18,
Po-Khariar Road,
Dist-Nuapada.

COMPLAINANT

Con. No. 9063-3101-0541

-Versus-

Sri Pradipta Kumar Khilar,
SDO Elect. Khariar Road,
Nuapada, TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Siva Prasad Gupta AT-Santinagar Ward No 18 P.O-Khariar Road Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar Road on dtd. 21.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 3 KW having consumer No. **9063-31010541** under SDO Elect. Khariar Road.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) PVR

- 2) Sundry adjustment cover sheet
- 3) Date of supply: 20-Jun-2013
- 4) Category: LT/ Dom
- 5) Connected Load: 3 KW
- 6) Meter No- TPWODL1112237
- 7) Installed on:
- 8) CMR:2780 KWH as on 21.12.23
- 9) Facts: The consumer was billed on provisional basis from 04/21 to 07/23. Meter was changed during 08/2023 and 5642 units was billed during August-2023. The provisional billing amount was not revised.



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 / excess billing. The OP submitted that the consumer was billed on provisional basis from 04/21 to 07/23.
- But as per billing data base the provisional bill has been raised from May-2021 to Aug-2023.

ORDER
01.02.2024

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:

- The bill revision has already been considered; no further revision required.

The case is disposed of accordingly. The case has Dropped

B. NAIK
B. NAIK
CO-OPTED MEMBER

K.K. PATNAIK
K.K. PATNAIK
MEMBER (Fin.)

R.K. NAIK
R.K. NAIK
PRESIDENT

Co-Opted Member, Grievance Redressal Forum, TPWODL, Bhawanipatna
Grievance Redressal Forum, TPWODL, Bhawanipatna

Copy to: -

1. Sri Siva Prasad Gupta Rep. By Sri Saswat Gupta, AT-Santinagar pada ward No 18 P.O Khariar Road Dist- Nuapada .M.No 8018588147
2. SDO Elect. Khariar Road, 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.”