



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 2300 12  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

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

Memo No. GRF/BPT/Order/ 170<sup>(5)</sup>

Dated, the 30-03-2024

**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-58/2024		
2	Complainant/s	Name & Address Smt Sabita Ketki, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist- Kalahandi.	Consumer No 9036-1206-0641	Contact No. 99382-04878
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.	Division Kalahandi East 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	25.01.2024		
9	Date of Order	30.03.2024		
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: Bhawanipatna**  
**Appeared:**

1. **For the Complainant** – Smt Sabita Ketki, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.

**Complaint Case No. BPT-58/2023**

Smt Sabita Ketki,  
At-TV Center Pada,  
Po/Ps-Bhawanipatna,  
Dist- Kalahandi.  
**Con. No. 9036-1206-0641**

**COMPLAINANT**

**-Versus-**

Sri Bijaya Kumar Mahapatra,  
SDO Elect. No II Bhawanipatna,  
TPWODL.

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Sabita Ketki, AT- TV center pada. P.O- Bhawanipatna Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt.25.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 1 KW having consumer no **9036-1206-0641** under SDO Elect. No II, Bhawanipatna.
- 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. No II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Bill details from August 2018 to December 2023
- 3) Date of supply 17.8.2018
- 4) Category: LT/ Dom



- 5) Connected Load 1 KW
- 6) Meter No- WLT 52288
- 7) Installed on: 27.08.2018 with IMR: "0"
- 8) CMR: 7620 Kwh as on 1.02.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO II Bhawanipatna as follows:
  - The provisional bills served to the consumer from 8/2018 to 11/2019.

### 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 bills served to the consumer from 8/2018 to 11/2019.
- As per billing database the bill was raised "3151" units & "2542" units in the month of 05/2022 & 06/2022 respectively due to suppress reading.

### ORDER

30.03.2024

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 revise the bill by the way of recasting with IMR "0" Kwh on 08/2018 and FMR "6592" Kwh on 6/2022.

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

  
K.K. PATTNAIK  
MEMBER (Fin.)

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Smt. Sabita Ketki AT- TV center pada, P O- Bhawanipatna Dist- Kalahandi
2. SDO Elect. No II, Bhawanipatna, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."