



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 8639

Dated, the 28.01.2025

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-17/2025																											
2	Complainant/s	Name & Address Sri Sidhartha Sankar Mund, At-Naktiguda (Old Income Tax Colony), Po/Ps- Bhawanipatna, Dist.-Kalahandi.		Consumer No 9036-1206-0965	Contact No. 74380-50050																								
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.		Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																												
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>				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) -		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	10.01.2025																											
9	Date of Order	28.01.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation Nil awarded, if any.																												

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Naktiguda
Appeared:**

1. **For the Complainant** – Sri Sidhartha Sankar Mund, At-Naktiguda (Old Income Tax Colony), Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-17/2025

Sri Sidhartha Sankar Mund,
At-Naktiguda (Old Income Tax Colony),
Po/Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1206-0956

COMPLAINANT

Sri Bijaya Kumar Mahapatra,
EE Elect. Sub-Division No-II, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Siddharth Shankar Mund, At- Naktiguda (Old income Tax Colony), Ps/Po- 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 Naktiguda on dt. 10.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9036-1206-0965** under EE, Elect. Sub-Division No. II, Bhawanipatna.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 11/2019 and 04/2020.
- 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 (EE, Elect. Sub-Division No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 24/01/2025
- 2) Bill details from: 05/2019 to 12/2024



- 3) Date of supply: 20/03/2019
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – TWB6011533
- 7) Installed on: 14/12/2023 with IMR "0"
- 8) CMR: 5442 Kwh as on 24/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub-Division No. II, Bhawanipatna as follows:
 - Dispute bills from 08/2023 to 11/2023 may be considered to resolve the case.

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 dispute bills from 08/2023 to 11/2023 may be considered to resolve the case.
- As per billing catabase some bill was served in high consumption meter reading during the period from 03/2019 to 07/2023, which seems suppress meter reading. And average bill was served from 08/2023 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 03/2019 to 07/2023 with IMR "0" Kwh on 03/2019 and FMR "18971" Kwh on 07/2023.
- To revise the bill from 08/2023 to 01/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 12/2023 and FMR "2677" Kwh on 05/2024).

The case is disposed of accordingly.

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

Compliance Month-February-25


B. NAIK
Co-Opted Member


K.K. PATNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Co-Opted Member
Bhawanipatna

MEMBER
Grievance Redressal Forum
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PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Siddharth Shankar Mund, At- Naktiguda (Old income Tax Colony), Ps/Po- Bhawanipatna, Dist- Kalahandi.
2. EE, Sub-Division 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."