



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))

Memo No. GRF/BPT/Order/ 340⁽⁵⁾

Dated, the 30.05.2024

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-124/2024		
2	Complainant/s	Name & Address Sri Padu Sunani, Repr. By Sri Sunadhar Sunani, At/Po-kutrukhamar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1209-0538	Contact No.
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	15.03.2024		
9	Date of Order	30.05.2024		
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: Kutrukhamar
Appeared:

1. **For the Complainant** – Sri Padu Sunani, Repr. By Sri Sunadhar Sunani, At/Po-
kutrukhamar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** –Sri Bijaya Kumar Mahapatra, SDO Elect. No-II,
Bhawanipatna, TPWODL.

Complaint Case No. BPT-124/2024

Sri Padu Sunani,
Repr. By Sri Sunadhar Sunani,
At/Po-kutrukhamar,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1209-0538

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Padu Sunani, Repr. By Sri Sunadhar Sunani, At/P.O-
Kutrukhamar, Ps- 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
Kutrukhamar on dt. 15.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply
with CD of 1 KW having consumer no- **9036-1209-0538** under SDO Elect. No II,
Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from
07/2013 to 01/2024.
- 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 average/provisional 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 dtd. 25.04.2024
- 2) Bill details from July 2011 to Mach 2024



- 3) Date of supply 01/02/2011
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- 0327906
- 7) Installed 01/02/2011 with IMR: "0"
- 8) CMR: 3567 Kwh as on 25/04/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
 - The abnormal/average bills were served to the consumer from 07/2013 to 01/2024 due to meter defective.

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 abnormal/average bills were served to the consumer from 07/2013 to 01/2024 due to meter defective.
- As per billing database as well as written version of SDO, Naktiguda, it appears that the meter no. 0327907 was billed as meter defective status since 07/2013 to 01/2024. But from 02/2024 onwards the bill has served on actual basis without changing any meter. Which seems that the bill was generated on table reading.
- It also appears in billing database in metering that the meter reading not clear visible.

ORDER
30.05.2024

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:

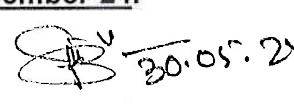
- To change the meter in co-ordination with MRT with immediate effect.
- To revise the bill from 05/2022 to 04/2024 taking six-month average consumption of new meter.


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- December-24.


B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
IPWOOL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Padu Sunani, Repr. by Sunadhar Sunani At/P.O-Kutrukhamar, Ps- 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.
5. SE, MRT, TPWODL, Bhawanipatna.

“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.”