



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/ 165^(S)

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-55/2024		
2	Complainant/s	Name & Address Smt Jami Swain, At-Sambhunagar pada, Po/Ps-Bhawanipatna, Dist- Kalahandi.	Consumer No 9036-1210-0353	Contact No. 76099-17563
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 <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	25.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Accepted 29/3/24
CO- OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Bhawanipatna
Appeared:**

1. **For the Complainant** – Smt Jami Swain, At-Sambhunagar pada, Po/Ps-Bhawanipatna, Dist- Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.

Complaint Case No. BPT-55/2023

Smt Jami Swain,
At-Sambhunagar pada,
Po/Ps-Bhawanipatna,
Dist- Kalahandi.

COMPLAINANT

Con. No. 9036-1210-0353

-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 Jami Swain, At-Sambhunagar 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 4 KW having consumer no. **9036-1210-0353** 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: December 2013 to December 2023
- 3) Date of supply 09.11.2013



- 4) Category: LT/ Domestic
- 5) Connected Load 4 KW
- 6) Meter No- TPWODL1169413
- 7) Installed on: 24.06.2023 with IMR: "0"
- 8) CMR: 1048 KwH as on 1.02.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
 - The provisional bill was served from August 2018 to May 2023 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 excess billing. The OP stated that the provisional bill was served from August 2018 to May 2023 due to meter defective.

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 from 07/2021 to 06/2023 by taking six months average consumption of present meter (i.e. IMR "67" KwH on 07/2023 and FMR "1011" KwH on 12/2023).

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- 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. Jami Swain, AT- Sambhunagar 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."