



## 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/ 389<sup>(5)</sup> Dated, the 11.06.2024

**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-198/2024		
2	Complainant/s	Name & Address Sri Dibya Kishor Rout, Repr. By Smt Phulbati Rout, At-Amgachhpada, Po-Bhawanipatna, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1211-0257	Contact No. 63728-70400
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	<input checked="" type="checkbox"/>
		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	16.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any	Nil		

*Waqar*  
11/6/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*Sri*  
11.06.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Ranjan*  
11/6/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna  
Appeared:

1. For the Complainant – Sri Dibya Kishor Rout, Repr. By Smt Phulbati Rout, At-Amgachpada, Po-Bhawanipatna, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-198/2024**

Sri Dibya Kishor Rout,  
Repr. By Smt Phulbati Rout,  
At-Amgachpada, Po-Bhawanipatna,  
Ps-Sadar Bhawanipatna,  
Dist.-Kalahandi.  
**Con. No.9036-1211-0257**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Dibya Kishor Rout, Repr. By Smt Phulbati Rout, At-Amgachpada, P.O- Bhawanipatna, 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 Bhawanipatna on dt. 16.04.24, 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. **9036-1211-0257** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 02/2013 to 08/2022.
- 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 provisional/average 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 2010 to March 2024
- 3) Date of supply 17/12/2010
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No- WLT223783
- 7) Installed 13/09/2021 with IMR: "0"
- 8) CMR: 3430 Kwh as on 07/05/2024
- 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/provisional/average bill were served to the consumer from 02/2013 to 08/2021 due to defective meter.

**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/provisional/average bill were served to the consumer from 02/2013 to 08/2021 due to defective meter.

**ORDER**  
**11.06.2024**

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 03/2017 to 02/2019 by taking six-month average consumption of present meter (i.e. IMR "3144" Kwh on 11/2023 and FMR "3455" Kwh On 04/2024).

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- July-24.**

*Rout*  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

*11.06.24*  
**K.K. PATNAIK**  
MEMBER (Fin.)  
**MEMBER**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

*11/6/24*  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Dibya Kishor Rout repr. by Phulbati Rout, At- Amgachpada, P.O- Bhawanipatna, 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.

**"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."**