



# 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/ 147<sup>(5)</sup>

Dated, the 19.03.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhaikraba Naik - Co-opted Members

1	Case No.	Complaint Case No. BPT-04/2024		
2	Complainant/s	Name & Address Sri karunakar Harijan, Repr. By Sri Ranjan Naik, At/Po-Malgaon, Dist-Kalahandi.	Consumer No 9036-1216-0421	Contact No. 89895-29400
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	05.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

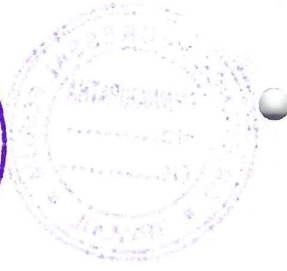
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Place of Hearing: Malgaon, Bhawanipatna.



**Appeared:**

1. **For the Complainant** – Sri karunakar Harijan, Repr. By Sri Ranjan Naik, At-Malgaon, At-Malgaon, Dist- Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-04/2024**

Sri karunakar Harijan  
Repr. By Sri Ranjan Naik  
At-Malgaon,  
At-Malgaon,  
Dist- Kalahandi.  
Con. No. 9036-1216-0421

COMPLAINANT

Sri Bijaya Kumar Mahapatra,  
SDO Elect. II, Bhawanipatna,  
TPWODL.

-Versus-

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Karunakar Harijan, Repr. by Sri Ranjan Naik, AT/P.O-Malgaon Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Malgaon on dt.05.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 2 KW having consumer No. 9036-1216-0421 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) Billing Abstract from April 2009 to December 2023
- 3) Date of supply 13.04.2009



- 4) Category: LT/ DOM
- 5) Connected Load 2 KW
- 6) Meter No- TWB601531
- 7) Installed on: 16.12.2023
- 8) CMR: 99 KwH
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect.No.II Bhawanipatna as follows:
  - Provisional bill was served to consumer from 12/2010 to 02/2016.
  - Average bill was served to consumer from 09/2022 to 01/2024.

**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 to consumer from 09/2022 to 01/2024.

**ORDER**

**19.03.2024**

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 09/2022 to 01/2024 by taking six-month average consumption of new meter Installed on 16.12.2023.

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- July-24.**

*Naik*  
12.3.24  
B. NAIK  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*Pattnaik*  
12.03.24  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Naik*  
19/3/24  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Karunakar Harijan, Repr. by Sri Ranjan Naik, AT/P.O- Malgaon, 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."