



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

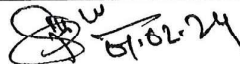
### BENCH:

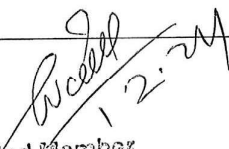
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 94<sup>(5)</sup> Dated, the 01.02.2024

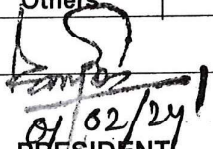
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 214 /2023		
2	Complainant/s	Name & Address Sri Pancha Majhi, At-Rangiguda, Po-Kutrukhamar, Dist- Kalahandi.	Consumer No 9036-1216-0857	Contact No.
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	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		
8	Date(s) of Hearing	13.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
Co-Opted Member  
GRF, Bhawanipatna

Page 1 | 4

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kutrukhamar

**Appeared:**

1. For the Complainant – Sri Pancha Majhi, At-Rangiguda, Po-Kutrukhamar, Dist-Kalahandi.
2. For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. II, BHAWANIPATNA, TPWODL.

**Complaint Case No. 214/2023**

Sri Pancha Majhi,  
At-Rangiguda,  
Po-Kutrukhamar,  
Dist- Kalahandi..

**COMPLAINANT**

**Con. No. 9036-1216-0857**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Pancha Majhi AT- Rangiguda P.O - Kutrukhamar Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of average / provisional billing of his LT/Dom supply with CD of 1 KW having consumer No. **9036-1216-0857** under SDO 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 average / provisional bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO II Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR



- 2) Billing Abstract from Oct-18 to Dec-23
- 3) Date of supply:05.10.2018
- 4) Category: LT/ Dom
- 5) Connected Load: 1. KW
- 6) Meter No: TWSP51035103
- 7) Installed on 22.09.2023
- 8) CMR: 59 KWH as on 04.01.2024
- 9) Fact of the complainant: Revision of Bill
- 10)As per written version submitted by SDO II Bhawanipatna as follows:
  - The average bill was served to the consumer from October 2018 to October 2019 due to without 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 excess billing. The OP submitted that the provisional/average bill was served from October 2018 to October 2019 due to without meter.
- As per billing data base average / provisional was served from October 2018 to August 2020.

### ORDER 01.02.2024

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 10/2018 08/2020 by taking average consumption of present meter installed on 22.09.2023.

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- March-24.

*Naik*  
*12-24*  
**B. NAIK**  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*51.02.24*  
**K.K. PATNAIK**  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

*Naik*  
*01/02/24*  
**R. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna





Copy to: -

1. Sri Pancha Majhi At: Rangiguda, Po- Kutrukhamar, Dist- Kalahandi.
2. SDO 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.”**

GRF BHAWANIPATNA