



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/ 283⁵ Dated, the 14.05.2024

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-123/2024		
2	Complainant/s	Name & Address Sri Sadhu Majhi, At/Po-Kutrukhamar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1217-0486	Contact No. 89846-31591
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	15.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any	Nil		

Ranjan
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

14.05.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kurtukhamar

Appeared:

1. For the Complainant – Sri Sadhu Majhi, 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-123/2024

Sri Sadhu Majhi,
At/Po-Kutrukhamar,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1217-0486

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sadhu Majhi At/P.O-Kutrukhamar, Ps- Sadar, 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 2 KW having consumer no- 9036-1217-0486 under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the provisional/average/abnormal bill was raised from date of power supply.
- 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/abnormal 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 June 2012 to March 2024
3. Date of supply 26/11/2011



4. Category: LT/Domestic
5. Connected Load 2 KW
6. Meter No- TWB645538 with IMR: "0"
7. Installed on: 21.02.2024
8. CMR: 144 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/ Provisional bill has been served to the consumer from 12/2016 to 12/2017 and also average bill has served from 09/2023 to 01/2024 due to meter burnt.

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 bill has been served to the consumer from 12/2016 to 12/2017 and also average bill has served from 09/2023 to 01/2024 due to meter burnt.
- As per billing database it appears that 7123 units was billed in the month of 02/2017 as a remark with round complete. And some abnormality shown in billing due to suppress reading.

ORDER

14.05.2024

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 revise the bill by way of recasting from 11/2011 to 08/2023 with IMR "0" on 11/2011 and FMR "9799" as on 08/2023.
- To revise the bill from 09/2023 to 01/2024 by taking six-months average consumption of new meter install on 21.02.2024.

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- August-24.

10/5/24
B. NAIK
Co-Opted Member
CRF, Bhawanipatna

14.05.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Sadhu Majhi At/P.O-Kutrukhamar, Ps- Sadar, 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.”