



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/ 344⁽⁵⁾

Dated, the 30.05.2024

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-128/2024		
2	Complainant/s	Name & Address Smt. Padmini Bag, Repr. By Sri Pabitra bag, At/Po-kutrukhamar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1217-0904	Contact No. 80186-02071
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 _____ 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	15.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any;	Nil		

30/5/24
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

30.05.24
MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

30/5/24
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kutrukhamar

Appeared:

1. **For the Complainant** – Smt. Padmini Bag, Repr. By Sri Pabitra bag, 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-128/2024

Smt. Padmini Bag,
Repr. By Sri Pabitra bag,
At/Po-kutrukhamar,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1217-0904

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Padmini Bag, Repr. by Pabitra Bag, 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 1 KW having consumer no. **9036-1217-0904** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 10/2018 to 10/2019.
- 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 dtd. 25.04.2024
- 2) Bill details from October 2018 to March 2024



- 3) Date of supply 05/10/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- WM406684
- 7) Installed on 04/10/2018 with IMR: "1"
- 8) CMR: 858 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 provisional bill was served to the consumer from 10/2018 to 03/2024 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 provisional/average billing. The OP submitted that the provisional bill was served to the consumer from 10/2018 to 03/2024 due to without meter.
- As per billing database the average bill was served from 10/2018 to 10/2019. And from 10/2023 to 04/2024 the bill has served in faulty meter basis.
- As submitted by SDO, Naktiguda the present meter status is Ok, and the CMR is "858" Kwh on dtd. 25.04.2024.

ORDER

30.05.2024

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:

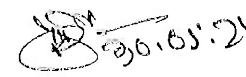
- To revise the bill from 10/2018 to 10/2019 by taking average consumption of present meter Installed (i.e. IMR "0" Kwh on 01/2021 and FMR "858" Kwh on 04/2024).
- To rectify the meter no. as **WHL030805** instead of **WM406684** in billing database in co-ordination with MRT. And serve the bill with FMR "858" 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- June-24.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Smt. Padmini Bag, Repr. by Pabitra Bag, 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.
5. SE, MRT, TPWODL, Bhawanipatna.

“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