



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 145⁽⁵⁾ Dated, the 19.03.2024

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

1	Case No.	Complaint Case No. BPT-02/2024		
2	Complainant/s	Name & Address Sri Bhasakara Sabar, At-Kusumdora, Po-Risigaon, Dist- Kalahandi.	Consumer No 9036-1217-1424	Contact No. 93482-77923
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 _____ 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	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan
12.3.24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Kamala
12.03.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
19/3/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Malgaon, Bhawanipatna.



Appeared:

1. **For the Complainant** – Sri Bhasakara Sabar, At-Kusumdora, Po-Risigaon, Dist-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-02/2024

Sri Bhasakara Sabar
At-Kusumdora,
Po-Risigaon,
Dist- Kalahandi.
Con. No. 9036-1217-1424

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhaskar Sabar, AT- Kusumdora, P.O- Risigaon 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 0.50 KW having consumer No. **9036-1217-1424** 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 December 2019 to December 2023
- 3) Date of supply 30-08-2019
- 4) Category: LT/ DOM



- 5) Connected Load 0.50 KW
- 6) Meter No- TWNX509127
- 7) Installed on: 18.11.2023 with IMR: "0"
- 8) CMR: 52 Kwh As on dt.03.02.2024.
- 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 07/2023 to 10/2023.

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 07/2023 to 10/2023 Due to Defective meter.

ORDER

10.03.2024

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 07/2023 to 10/2023 by taking six month average consumption of present meter installed on 18.11.2023.
- To recast the bill from 08/2019 to 06/2023 with IMR "0" Kwh on 08/2019 and FMR "3245" on 06/2023.

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- June-24.

Recd 12.3.24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

12.03.24
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

**Grievance Redressal Forum
TPWODL, Bhawanipatna**

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

Copy to: -

1. Sri Bhaskar Sabar, AT- Kusumdora, P.O- Risigaon, Dist- Kalahandi, Mob no.93482-77923
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."