



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 5439

Dated, the 30.09.2024

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-318/2024																			
2	Complainant/s	Name & Address Sri Ashutosh Behera, At-Kandhbandopala, Po-Risigaon, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1218-0940	Contact No. 94379-38479																	
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="15"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) -</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	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) -	
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses		<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155		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									
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6. Others																					
8	Date(s) of Hearing	07.08.2024																			
9	Date of Order	30.09.2024																			
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

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna
Appeared:

1. **For the Complainant** – Sri Ashutosh Behera, At-Kandhbandopala, Po-Risigaon, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-318/2024

Sri Ashutosh Behera,
At-Kandhbandopala, Po-Risigaon,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1218-0940

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Ashutosh Behera, AT- Kandhabandopala, Po-Risigaon, Ps- 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 Bhawanipatna on dt. 07.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 3 KW having consumer no- **9036-1218-0940** under SDO Elect. No. II, Bhawanipatna.
- 2) The provisional bill has served though the meter was working. So, the bill may be served as per meter reading.
- 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 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: 11/09/2024
2) Bill details from September 2013 to July 2024
3) Date of supply 18/08/2012
4) Category: LT/Domestic
5) Connected Load 3 KW
6) Meter No – LW514396
7) Installed on 23/04/2021 with IMR: "0"
8) CMR: 6987 Kwh as on 11/09/2024
9) The meter status: Ok
10) Facts of the complainant: Revision of bill
11) As written version submitted by SDO Elect. No. II, Bhawanipatna as follows:
- Abnormal provisional / average bills were served to the consumer from September 2013 to September 2015 and November 2020 to July 2022 due to meter defective.



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 Abnormal provisional / average bills were served to the consumer from September 2013 to September 2015 and November 2020 to July 2022 due to meter defective.

ORDER

30.09.2024

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 recast the bill from 10/2015 to 09/2020 taking IMR "0" KWH as on 10/2015 and FMR "8886" KWH as on 09/2020.
- Bill to be revise from 10/2020 to 03/2021 taking IMR "0" KWH on 04/2021 and FMR "3010" KWH as on 10/2022.

The case is disposed of accordingly.7

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-October-24


B. NAIK
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to:-

1. Sri Ashutosh Behera, AT- Kandhabandopala, Po- Risigaon, Ps- Bhawanipatna, Dist- Kalahandi
2. SDO Elect. No. II, Bhawanipatna. TPWODL
3. EE, KEED, Bhawanipatna, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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