



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/ 449 Dated, the 29.07.2024

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-213/2024		
2	Complainant/s	Name & Address Sri Bideshi Bag, Repr. By Sri Chandrahasya Bag, At/Po-Chheliamal, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1306-0824	Contact No. 77356-06584
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) 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		
8	Date(s) of Hearing	07.05.2024		
9	Date of Order	29.07.2024		
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		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Bideshi Bag, Repr. By Sri Chandrahasya Bag, At/Po-Chheliamal, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-213/2024

Sri Bideshi Bag,
Repr. By Sri Chandrahasya Bag,
At/Po-Chheliamal,
Ps-Sadar Bhwanipatna,
Dist.-Kalahandi.

Con. No.9036-1306-0824

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bideshi Bag, Repr. by Sri Chandrahasya Bag, At-Chheliamal, P.O-Chheliamal, Ps- Bhawanipatna, Dist.- Kalahandi comes 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. 07.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for revision of provisional bill prior to the month of 07/2023 of his LT/ Dom supply with CD of 2 KW having consumer no- **9036-1306-0824** 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:25/06/2024
- 2) Bill details from July 2013 to May 2024
- 3) Date of supply 29/04/2013
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TPWODL1180848
- 7) Installed on 15/12/2023 with IMR: "0"
- 8) CMR: 402 Kwh as on 25/06/2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. No. II Bhawanipatna as follows:
 - Abnormal average bill was served to the consumer from November 2019 to July 2023 due to defective 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 stated that Abnormal average bills were served to the consumer from November 2019 to July 2023 due to defective meter.

ORDER **29.07.2024**

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 08/2021 to 07/2023 taking six-month average consumption of new meter install on 15/12/2023.

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- August-24


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Bideshi Bag, Repr. by Sri Chandrahasya Bag, At- Chheliamal, P.O-Chheliamal, 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