



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/ 452⁶ Dated, the 21.07.2024

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-267/2024		
2	Complainant/s	Name & Address Smt Suti Dhangadamajhi, Repr. By Sri Jadumani Dhangadamajhi, At-Turpi (Sargiguda), Po-Cheliamal, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1306-1367	Contact No. 76848-04293
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		
8	Date(s) of Hearing	21.06.2024		
9	Date of Order	31.07.2024		
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		

CO-OPTED MEMBER
Co-Opted Member
CRF, Bhawanipatna

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

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna
Appeared:

1. **For the Complainant** – Smt Suti Dhangadamajhi, Repr. By Sri Jadumani Dhangadamajhi, At-Turpi (Sargiguda), Po-Cheliamal, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-267/2024

Smt Suti Dhangadamajhi,
Repr. By Sri Jadumani Dhangadamajhi,
At-Turpi (Sargiguda), Po-Cheliamal,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1306-1367

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 Smt. Suti Dhangada Majhi, Repr. by Sri Jadumani Dhangada Majhi, AT- Turpi (Sargiguda), Po- Chheliamal, 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 Bhawanipatna on dt. 21.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9036-1306-1367** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant that the provisional/average bill was served from 07/2022 to 08/2023.
- 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: 29/07/2024
- 2) Bill details from January 2020 to June 2024
- 3) Date of supply 24/01/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – TPWODL1169466
- 7) Installed on 24/08/2023 with IMR: “0”
- 8) CMR: 124 KwH as on 29/07/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
 - The average /provisional bills were served to the consumer from July 2022 to 08/2023 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 average/provisional billing. The OP submitted that abnormal average /provisional bill was served to the consumer from 07/ 2022 to 08/2023 due to defective meter.
- As per billing database the bill revision for slab benefit was done 01/2018 to 04/23 was effect on dtd. 18 & 19/10/2023.

ORDER **31.07.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

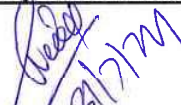
The OP is directed as follows:

- To revise the bill from 07/2022 to 08/2023 by taking average consumption of present meter (i.e. IMR “0” KwH on 09/2023 and FMR “119” KwH on 06/2024). Reversing the earlier bill revision done to extend the slab benefit on defective meter reading.

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. Smt. Suti Dhangada Majhi, Repr. by Sri Jadumani Dhangada Majhi, AT- Turpi (Sargiguda), Po- Chheliamal r, Ps- Sadar Bhawanipatna, Dist- Kalahandi
2. SDO Elect. No II, Bhawanipatna, TPWODL.
3. EE, KEED, Bhawanipatna.
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