



# 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/ 367<sup>(S)</sup>

Dated, the 11.06.2024

**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-194/2024		
2	Complainant/s	Name & Address Sri Baikunta Naik, At-Paria, Po-Chheliamal, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1307-0466	Contact No. 89262-98423
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	16.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

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

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna  
Appeared:

1. For the Complainant – Sri Baikunta Naik, At-Paria, 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-194/2024

Sri Baikunta Naik,  
At-Paria,  
Po-Chheliamal,  
Ps-Sadar Bhwanipatna,  
Dist.-Kalahandi.  
Con. No.9036-1307-0466

**COMPLAINANT**

-Versus-

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Baikuntha Naik, At- Paria, P.O- Chheliamal, 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. 16.04.24, 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 9036-1307-0466 under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the abnormal billing was raised from 03/2023 to 01/2024.
- 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 abnormal 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) Bill details from January 2020 to March 2024
- 3) Date of supply 30/08/2019
- 4) Category: LT/Domestic



- 5) Connected Load 0.50 KW
- 6) Meter No- TPWODL1168754
- 7) Installed 20/01/2024 with IMR: "0"
- 8) CMR: 26 KwH as on 16/04/2024
- 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 Abnormal/provisional bill were served to the consumer from 01/ 020 to 11/2022 due to house lock.

#### **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 abnormal billing. The OP submitted that the abnormal/provisional bill were served to the consumer from 01/ 020 to 11/2022 due to house lock.
- As per billing database the abnormal meter reading was recorded from 03/2023 to 01/2024.
- As per billing database the reason mentioned by MMG the old meter no. 3005554 was replaced due to meter defective & reading jump.

**ORDER**  
**11.06.2024**

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 02/2022 to 01/2024 by taking six-month average consumption of new meter installed on 01/2024.

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- August-24.**

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

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

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Baikuntha Naik, At- Paria, P.O- Chheliamal, Ps- 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.

**"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."**