



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/ 294⁽⁵⁾

Dated, the 14.05.2024

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-142/2024		
2	Complainant/s	Name & Address Sri Jagadish Mahakhud, Repr. By Sri Subham Mahakhud, At/Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0036	Contact No. 79788-07656
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 <u> </u>		
8	Date(s) of Hearing	18.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

10/5/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

14.05.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

14.05.24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Duarsuni
Appeared:**

1. **For the Complainant** – Sri Jagadish Mahakhud, Repr. By Sri Subham Mahakhud, At/Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** –Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-142/2024

Sri Jagadish Mahakhud,
Repr. By Sri Subham Mahakhud,
At/Po-Duarsuni,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1314-0036

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jagadish Mahakhud, Repr. By Sri Subham Mahakhud, At/PO- Duarsuni, 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 Duarsuni on dt. 18.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 2 KW having consumer no- **9036-1314-0036** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant average bill was served from 07/2001 to 03/2007 & 08/2008 to 12/2008.
- 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 average bill.
Available

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 dtd. 23.04.2024
- 2) Bill details from March 2001 to March 2024



- 3) Date of supply 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TPWODL1169253
- 7) Installed 11/01/2024 with IMR: "0"
- 8) CMR: 229 Kwh as on 23/04/2024
- 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:
 - Abnormal average bill was served from July 2001 to March 2007 & 08/2008 to 12/2008 due to meter burnt.

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 billing. The OP submitted that Abnormal average bill was served from July 2001 to March 2007 & 08/2008 to 12/2008 due to meter burnt.
- As per billing database the meter no. WESCO63476 with Status: Ok & actual meter reading bill was served till 11/2015.

ORDER

14.05.2024

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 by way of recasting from 05/2001 to 01/2009 with IMR "3313" Kwh on 05/2001 and FMR "4649" Kwh on 01/2009.

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.

10/5/24
B. NAIK
Co-Opted Member

Co-Opted Member
GPF, Bhawanipatna

14.05.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

14/5/24
R.K. NAIK
PRESIDENT

PRESIDENT
Bhawanipatna

Copy to:-

1. Sri Jagadish Mahakhud, Repr. By Sri Subham Mahakhud At/PO- Duarsuni, Ps- Sadar, 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."