



## 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/ 295<sup>51</sup>

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-143/2024		
2	Complainant/s	Name & Address Sri Rajendra Prasad Bag, Repr. By Sri Suratha Bag, At/Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0041	Contact No. 79787-69564
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	18.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil	Others	<input type="checkbox"/>

CO-OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

14.05.24

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

19

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Duarsuni  
Appeared:

1. For the Complainant – Sri Rajendra Prasad Bag, Repr. By Sri Suratha Bag, 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-143/2024**

Sri Rajendra Prasad Bag,  
Repr. By Sri Suratha Bag,  
At/Po-Duarsuni,  
Ps-Sadar Bhawanipatna,  
Dist.-Kalahandi  
Con. No.9036-1314-0041

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Rajendra Prasad Bag, Repr. By Sri Suratha Bag, 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-9036-1314-0041 under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant provisional/average bill was served from 03/2001 to 05/2002 & 09/2011 to 10/2015 & 02/2023 to 12/2023.
- 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 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- TPWODL1169259
- 7) Install on 23/02/2024 with IMR: "0"
- 8) CMR: 105 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 has served from 03/2001 to 05/2002 due to without meter and 09/2011 to 10/2015 & 02/2023 to 12/2023 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 provisional/ average billing. The OP submitted that abnormal/average bill has served from 03/2001 to 05/2002 due to without meter and 09/2011 to 10/2015 & 02/2023 to 12/2023 due to meter burnt.

#### 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.

- To revise the bill by way of recasting from 04/2012 to 10/2015 with IMR "7000" Kwh on 04/2012 and FMR "7089" Kwh on 10/2015.

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  
GRF, Bhawanipatna

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

*14/5/24*  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Rajendra Prasad Bag, Repr. By Sri Suratha Bag, 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."