



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/ 338⁽⁵⁾

Dated, the 30.05.2024

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-139/2024		
2	Complainant/s	Name & Address Sri Hari Bag, Repr. By Sri Kulamani Bag, At-Damdarpur (Nuagaon), Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.- Kalahandi.	Consumer No 9036-1314-0093	Contact No. 78479-38318
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	<input checked="" type="checkbox"/>
		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	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any	Nil		

CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Duarsuni
Appeared:

1. **For the Complainant** – Sri Hari Bag, Repr. By Sri Kulamani Bag, At-Damdarapur (Nuagaon), 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-139/2024

Sri Hari Bag,
Repr. By Sri Kulamani Bag,
At-Damdarapur (Nuagaon),
Po-Duarsuni, Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

COMPLAINANT

Con. No.9036-1314-0093

- Versus-

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

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Hari Bag repr. by Kulamani Bag, At- Damdarapur, Nuagaon, PO- Duarsuni, 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 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- **9036-1314-0093** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 12/2019 to 02/2024.
- 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 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
- 2) Bill details from March 2001 to August 2023



- 3) Date of supply 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TW02027859
- 7) Installed 04/08/2022 with IMR: "0"
- 8) CMR: 2263 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:
 - The average bill was served to the consumer from 03/2001 to 11/2001 and 11/2004 to 04/2013 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 the average bill was served to the consumer from 03/2001 to 11/2001 and 11/2004 to 04/2013 due to meter burnt.
- As per billing database average/provisional bill was served 11/2004 to 04/2013 & 12/2016 to 12/2022.
- As per billing database bill revision was done for the period from 08/2022 to 08/2023, effect on 15.05.2024. For delay meter updation, which was updated on 08.05.2024 as per database.

ORDER
30.05.2024

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 from 07/2020 to 06/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 08/2022 & FMR "2411" Kwh on 04/2024).


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- June-24.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWQDL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Hari Bag repr. by Kulamani Bag, At- Damdarpur, Nuagaon, PO- Duarsuni, 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.”

GRIEVANCE REDRESSAL FORUM
BHAWANIPATNA