



## 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/ 291<sup>(5)</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-138/2024		
2	Complainant/s	Name & Address Sri Chaitanya Majhi, Repr. By Sri Indramani Bag, At-Damdarapur, Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0116	Contact No. 77509-23580
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) 155 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"/> 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 Chaitanya Majhi, Repr. By Sri Indramani Bag, At-Damdarapur, 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-138/2024**

Sri Chaitanya Majhi,  
Repr. By Sri Indramani Bag,  
At-Damdarapur, Po-Duarsuni,  
Ps-Sadar Bhawanipatna,  
Dist.-Kalahandi.  
**Con. No.9036-1314-0116**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Chaitanya Majhi, Repr. By Sri Indramani Bag, At-Damdarapur, 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- **9036-1314-0116** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant average billing was served from 02/2015 to 10/2016 & abnormal billing was raised in the month of 11/2023.
- 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 average/abnormal billing.

**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 01/2002 to 03/ 2024



- 3) Date of supply 02.09.2001
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TWO2027143
- 7) Installed on: 12.08.2022 with IMR: "0" Kwh
- 8) CMR: 56 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 bills was served to consumer from 08/2013 to 10/2016 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/abnormal billing. The OP submitted that Abnormal/average bills was served to consumer from 08/2013 to 10/2016 due to meter burnt.
- As per billing database the bill was raised on average basis from 02/2015 to 10/2016, & an abnormal billing of 1556 units was raised in the month of 11/2023.

#### 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 from 02/2015 to 10/2016 & 11/2023 by taking average consumption of present meter (i.e. IMR "0" Kwh on 08/2022 and FMR "54" Kwh on 03/2024).


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

  
K.K. PATTNAIK  
MEMBER (Fin.)

  
R.K. NAIK  
PRESIDENT

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Chaitanya Majhi, Repr. By Sri Indramani Bag, At-Damdarpur, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**