



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/ 237^o

Dated, the 18.04.2024

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-89/2024		
2	Complainant/s	Name & Address Sri Debraj Naik, Repr. By Sri Bailochan Naik, At/Po-Thuapadar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0147	Contact No. 63713-20335
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 _____ 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	19.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

Arched 18/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

18.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

18/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Debraj Naik, Repr. By Sri Bailochan Naik, At/Po-Thuapadar, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-89/2024

Sri Debraj Naik,
Repr. By Sri Bailochan Naik,
At/Po-Thuapadar,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1314-0147

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Debraj Naik, Repr. By Bailochan Naik, AT/P.O-Thuapadar, 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.19.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no. **9036-1314-0147** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the bill was served from 03/2012 to 09/2023 on average basis.
- 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 was raised on 03/2012 to 09/2023.

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. 13.03.2024.
- 2) Bill details from January 2002 to January 2024



- 3) Date of supply 10.09.2001
- 4) Category: LT/ Domestic
- 5) Connected Load 1 KW
- 6) Meter No- TWSP51059567
- 7) Installed on: 11.10.2023 with IMR: "0"
- 8) CMR: 446 Kwh as on 13.03.2024
- 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 03/2012 to 08/2023 due to defective meter.

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 revise the average billing was raised during 03/2012 to 08/2023. The OP submitted that the average bill was served to the consumer from 03/2012 to 08/2023 due to defective meter.
- As per billing database the bill revision has already done for the period from 02/2021 to 09/2023 effect on dtd. 12.10.2023 to 27.10.2023.

ORDER 18.04.2024


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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.


B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Debraj Naik, Repr. By Bailochan Naik, AT/P.O-Thuapadar, 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."