



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/ 328⁽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-136/2024 | | |
| 2 | Complainant/s | Name & Address Sri Sahadev Mahakhud, At-Nuagaon, Damdarpur, Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi. | Consumer No 9036-1314-0200 | Contact No. 63714-56453 |
| 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 _____ 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 | 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, Kalahandi, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Duarsuni
Appeared:**

1. For the Complainant – Sri Sahadev Mahakhud, At-Nuagaon, Damdarpur, Pc Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. For the Respondent –Sri Bijaya Kumar Mahapatra, SDO Elect. No-I Bhawanipatna, TPWODL.

Complaint Case No. BPT-136/2024

Sri Sahadev Mahakhud,
At-Nuagaon, Damdarpur,
Po-Duarsuni, Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1314-0200

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Sahadev Mahakhud, At-Nuagaon, Damdarpur, P.C Duarsuni, Ps- Sadar, Dist- Kalahandi under the territorial and statutory jurisdiction of responden

The complainant has appeared and submitted during course of hearing at camp court : 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 supp with CD of 2 KW having consumer no- **9036-1314-0200** under SDO Elect. No I Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 06/2002 to 10/2015.
- 3) The complainant has intimated the same to the OP, but till date the OP remains sile 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 hearir submitted as follows:

- 1) PVR dtd. 23.04.2024
- 2) Bill details from March 2002 to March 2024
- 3) Date of supply 10/09/2001
- 4) Category: LT/Domestic



- 5) Connected Load 2 KW
- 6) Meter No- TPWODL1029408
- 7) Installed 29/06/2022 with IMR: "0"
- 8) CMR: 143 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 07/2002 to 10/2008 due to negative reading. And from 02/2013 to 10/2015 & 08/2021 to 04/2022 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 the average bill was served to the consumer from 07/2002 to 10/2008 due to negative reading. And from 02/2013 to 10/2015 & 08/2021 to 04/2022 due to meter burnt.
- As per billing database the average/actual/provisional bill was served from 06/2002 to 12/2012.
- As per billing database from 01/2013 to 10/2015 provisional/average bill was served due to meter burnt.

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 by way of recasting from 06/2002 to 12/2012 with IMR "48" Kwh on 06/2002 and FMR "12373" Kwh on 12/2012.
- To revise the bill from 01/2013 to 10/2015 by taking average consumption with IMR "0" Kwh on November/December-2015 & FMR "432" Kwh on March/April-2016.


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
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Sahadev Mahakhud, At-Nuagaon, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”