



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/ 292⁵⁷ 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-140/2024		
2	Complainant/s	Name & Address Sri Purandhar Majhi, Repr. By Smt Purnami Majhi, At-Padmasagar, Po-Duarsuni, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0447	Contact No. 77354-94460
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) 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	✓ 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 Purandhar Majhi, Repr. By Smt Purnami Majhi, At-Padmasagar, 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-140/2024

Sri Purandhar Majhi,
Repr. By Smt Purnami Majhi,
At-Padmasagar, Po-Duarsuni,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1314-0447

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 Purandhar Majhi, Repr. By Smt Purnami Majhi, At-Padmasagar, 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- **9036-1314-0447** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the abnormal/provisional bill was raised from 04/2015 to 09/2023.
- 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 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 23.04.2024
- 2) Bill details from 9/2010 to 3/2024
- 3) Date of supply 05.09.2010



- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TPWODL 11831421
- 7) Installed on: 01.09.2023 with IMR: "0"
- 8) CMR: 109 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/provisional bill was served to the consumer from 04/2015 to 09/2023 due to house lock.

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 abnormal/provisional billing • the OP submitted that Abnormal/provisional bill was served to the consumer from 04/2015 to 09/2023 due to house lock.
- As per billing database the provisional/average bill was raised from 12/2019 to 07/2023.

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 08/2021 to 07/2023 by taking six months average consumption of present meter (i.e. IMR "0" Kwh on 09/2023 and FMR "103" 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
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to :-

1. Sri Purandhar Majhi, Repr. By Smt Purnami Majhi, At-Padmasagar, 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."