



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/ 442⁰ Dated, the 29.07.2024

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-212/2024		
2	Complainant/s	Name & Address Smt Mira Goud, Repr. By Sri Mukunda Goud, At-Goipita, Po-Thuapadar, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-0449	Contact No. 99374-73167
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	07.05.2024		
9	Date of Order	29.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

Recd 29/7/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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

29/7/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Smt Mira Goud, Repr. By Sri Mukunda Goud, At-Goipita, Po-Thuapadar, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-212/2024

Smt Mira Goud,
Repr. By Sri Mukunda Goud,
At-Goipita, Po-Thuapadar,
Ps-Sadar Bhwanipatna,
Dist.-Kalahandi.

Con. No.9036-1314-0449

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Mira Goud, Repr. by Sri Mukund Goud, At-Goipita, P.O- Thuapadar, Ps- Bhawanipatna, Dist.- Kalahandi comes 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. 07.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for revision of provisional bill of his LT/ Dom supply with CD of 2 KW having consumer no- **9036-1314-0449** under SDO Elect. No. II, Bhawanipatna.
- 2) 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 excess 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:29/06/2024
- 2) Bill details from September 2010 to April 2024
- 3) Date of supply 29/09/2010
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No- TPWODL1166822
- 7) Installed on 27/06/2024 with IMR: "0"
- 8) CMR: 1 Kwh as on 26/06/2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. No. II Bhawanipatna as follows:
 - Abnormal average/ provisional bills were served to the consumer from December 2019 to August 2023 due to defective meter respectively.

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 excess billing. The OP stated that Abnormal average/ provisional bills were served to the consumer from December 2019 to August 2023 due to defective meter respectively.

ORDER

29.07.2024

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 May 2021 to April 2023 taking six-month average consumption of new meter install on 06/2024.

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- January - 2025


B. NAIK
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. Smt. Mira Goud, Repr. by Sri Mukund Goud, At- Goipita, P.O- Thuapadar, Ps- Bhawanipatna, Dist.- Kalahandi.
2. SDO Elect. No. II, Bhawanipatna, TPWODL.
3. EE, KEED, Bhawanipatna, TPWODL
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”

GRF BHAWANIPATNA