



## 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/ 2435 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-104/2024		
2	Complainant/s	Name & Address Sri Durga Prasad Sahu, At-Badchi, Po-Badkutru, Ps-Badkutru, Dist.-Kalahandi.	Consumer No 9040-0101-0596	Contact No.
3	Respondent/s	Name Sri Jayanta Swain, DM (Fin), Repr. For Sri Lokanath Das, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West 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 <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	21.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

CO- OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Charbahal

**Appeared:**

1. **For the Complainant** – Sri Durga Prasad Sahu, At-Badchi, Po-Badkutru, Ps-Badkutru, Dist.-Kalahandi.
2. **For the Respondent** – Sri Jayanta Swain, DM (Fin), Repr. For Sri Lokanath Das, EE, KWED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-104/2024**

Sri Durga Prasad Sahu,  
At-Badchi,  
Po-Badkutru, Ps-Badkutru,  
Dist.-Kalahandi.

Con. No.9040-0101-0596

**COMPLAINT**

Sri Jayanta Swain, DM (Fin),  
Repr. For Sri Lokanath Das,  
EE, KWED, Bhawanipatna  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Durga Prasad Sahu, At- Barchi P.O Badkutru, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Charbahal on dt. 21.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 7.5 KW having consumer No. **9040-0101-0596** under EE KWED Bhawanipatna.
- 2) As complained by the complainant the provisional bill was served from date of power supply to 12/2022.
- 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 bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (EE, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR: Not Available
- 2) Billing Abstract from April 2018 to February 2024
- 3) Date of supply 01.01.1990
- 4) Category: LT/ Irrigation
- 5) Connected Load 7.50 KW
- 6) Meter No- 10015200
- 7) Installed 20.12.2022 with IMR"0"
- 8) CMR: Not Available
- 9) Meter Status: Regular
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by EE KWED Bhawanipatna as follows:
  - The consumer was billed on provisional basis from the date of power supply to 12/2022.

#### 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 of his provisional bill the consumer was billed on provisional basis from the date of power supply to 12/2022.
- As per billing database the bill revision towards defective period assessment from 03/2017 to 11/2022 has already been considered, effect on dtd. 31.03.2024.

#### 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  
GRF, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Durga Prasad Sahu, At- Barchi, P.O-Badkutru, Dist- Kalahandi
2. EE, KWED, 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."**