



# 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/ 362<sup>(5)</sup>

Dated, the 11.06.2024

**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-200/2024		
2	Complainant/s	Name & Address Sri Ugre Majhi, At-Badaldei, Po-Nandol, Ps-Junagarh, Dist.-Kalahandi.		Consumer No 9040-0102-1894
3	Respondent/s	Name Sri Jayanta Kumar Swain, Dy Mag (Fin & Ac), Repr. For Sri Lokanath Das, EE KWED, Bhawanipatna, TPWODL.		Contact No. 82607-31935
4	Date of Application	Division Kalahandi West Electrical Division, TPWODL		
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	18.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*Rajeev*  
11/6/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*Sri*  
11.06.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Ranjan*  
11/6/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Junagarh  
Appeared:

1. **For the Complainant** – Sri Ugre Majhi, At-Badaldei, Po-Nandol, Ps-Junagarh, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Jayanta Kumar Swain, Dy Mag (Fin & Ac), Repr. For Sri Lokanath Das, EE KWED, Bhawanipatna, TPWODL.
- Complaint Case No. BPT-200/2024**

Sri Ugre Majhi,  
At-Badaldei,  
Po-Nandol, Ps-Junagarh,  
Dist.-Kalahandi.

**Con. No.9040-0102-1894**

**COMPLAINANT**

Sri Jayanta Kumar Swain, Dy Mag (Fin & Ac), -Versus-  
Repr. For Sri Lokanath Das,  
EE KWED, Bhawanipatna,  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ugre Majhi, At- Badaldei, P.O- Nandol, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Junagarh on dt. 18.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 4 KW having consumer No. **9040-0102-1894** under EE KWED Bhawanipatna.
- 2) As complained by the complainant average bill was raised from date of power supply.
- 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.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: NA
- 2) Billing Abstract from January 2021 to April 2024
- 3) Date of supply 28.01.2021
- 4) Category: LT/ Irrigation



- 5) Connected Load 4 KW
- 6) Meter No- 10026933
- 7) Installed 10.11.2022 with IMR"0"
- 8) CMR. NA
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE KWED Bhawanipatna as follows:
  - The consumer was bill on average basis from the date of supply to till the date of meter change.

### 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 average billing. The OP submitted that the consumer was billed on average basis from the date of supply to till the date of meter change.
- As per billing database the meter reading for the month of 10/2023 is "697" KWH.

### ORDER

11.06.2024

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 01/2021 to 10/2022 by taking 1 year average consumption of present meter (i.e. IMR "0" KwH on 11/2022 and FMR "697" KwH on 10/2023.

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- July-24.**

  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATNAIK  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Ugre Majhi, At- Badaldei, P.O- Nandol, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**