



## 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/ 150<sup>(5)</sup> Dated, the 19.03.2024

**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-09/2024		
2	Complainant/s	Name & Address Sri Upendra Majhi, Repr. By Sri Duryodhan Majhi, At/Po-Churagaon, Ps-Jaipatna, Dist- Kalahandi.	Consumer No 9042-4401-1115	Contact No. 90747-91633
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, 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	09.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

*Recd*  
*19/3/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*19.03.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*19/3/24*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kalampur.**  
**Appeared:**

1. **For the Complainant** – Sri Upendra Majhi, Repr. By Sri Duryodhan Majhi, At/Po-Churagaon, Ps-Jaipatna, Dist- Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

**Complaint Case No.BPT-09/2024**

Sri Upendra Majhi,  
Repr. By Sri Duryodhan Majhi,  
At/Po-Churagaon,  
Ps-Jaipatna,  
Dist- Kalahandi.

**COMPLAINANT**

**Con. No. 9042-4401-1115**

**-Versus-**

Sri Manoj Kumar Pattnaik,  
SDO Elect. Junagarh,  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Upendra Majhi, Repr. By Sri Duryodhan Majhi, AT/P.O-Churagaon, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt.09.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 1 KW having consumer No **9042-4401-1115** under SDO Elect. Junagarh.
- 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. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from September 2018 to December 2023
- 3) Date of supply: 05-sep-2018
- 4) Category: LT/ Dom
- 5) Connected Load: 0.5 KW
- 6) Meter No- WLT179501





- 7) Installed on: 24.11.2019 with IMR: "1"
- 8) CMR: 1283 Kwh on dtd. 31.01.2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Junagarh as follows:
  - The consumer complains about his abnormal billing before supply during 09/2018 to 11/2019.

### 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 the consumer complains about his abnormal billing before supply during 09/2018 to 11/2019.
- As per billing database the bill revision towards delay meter updating has effect on dtd.21.02.2023 for the period 11/2019 to 01/2023.

### ORDER

19.03.2024

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 09/2018 to 10/2019 taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 11/2019 and FMR "146" Kwh on 05/2020).

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- April-24.**

*Recd*  
B. NAIK *17/3/24*  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*19.03.24*  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*17/3/24*  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Upendra Majhi, Repr. By Sri Duryodhan Majhi, At/Po- Churagaon, Dist- Kalahandi.
2. SDO Elect. Junagarh, 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."