



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/ 6426

Dated, the 28.10.2024

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-361/2024																										
2	Complainant/s	Name & Address Sri Mohan Majhi, Repr. By Sri Kodandadhar Majhi, At-/Po-Churagaon, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4401-1116	Contact No. 91789-23592																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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	05.09.2024																										
9	Date of Order	28.10.2024																										
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: Kalampur

Appeared:

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

Complaint Case No. BPT-361/2024

Sri Mohan Majhi,
Repr. By Sri Kodandadhar Majhi,
At-/Po-Churagaon,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No. 9042-4401-1116

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Mohan Majhi, Repr. by Sri Kodandadhar Majhi, At/Po-Churagaon, Ps- Kalampur, 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. 05.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9042-4401-1116** under SDO Elect. Junagarh.
- 2) As complained by the complainant that the provisional/average bill was served from 09/2018 to 11/2019.
- 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/average 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: 19/10/2024
- 2) Bill details from: 09/2018 to 09/2024



- 3) Date of supply: 05/09/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – WLT179503
- 7) Installed on: 05/09/2018 with IMR: "0"
- 8) CMR: 2025 Kwh as on 19/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
 - Consumer has dispute regarding average bill in between the month of 09/2018 to 07/2019.

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 provisional/average billing.
- The OP stated that Consumer has dispute regarding average bill in between the month of 09/2018 to 07/2019.
- As per billing database the bill revision towards delay meter updating was take in place on dtd.14.07.2023 for the period 11/2019 to 05/2023.

ORDER

28.10.2024

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 09/2019 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 12/2019 and FMR "252" 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-Novemebr-24


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL Bhawanipatna



Copy to: -

1. Sri Mohan Majhi, Repr. by Sri Kodandadhari Majhi, At/Po- Churagaon, Ps- Kalampur, Dist- Kalahandi
2. SDO Elect. Junagarh. TPWODL
3. EE, KWED, 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.”