



## 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 394<sup>(6)</sup>

Dated, the 28.06.2024

**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-216/2024		
2	Complainant/s	Name & Address Sri Balaram Majhi, At-Poruaguda, Po-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4402-0128	Contact No. 91784-51226
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	08.05.2024		
9	Date of Order	28.06.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any	Nil		

*Ranjan*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

*Ranjan*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kalampur

**Appeared:**

1. For the Complainant – Sri Balaram Majhi, At-Poruaguda, Po-Kalampur, Dist.-Kalahandi.
  2. For the Respondent – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.
- Complaint Case No. BPT-216/2024**

Sri Balaram Majhi,  
At-Poruaguda,  
Po-Kalampur,  
Dist.-Kalahandi.

Con. No.9042-4402-0128

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Balaram Majhi, At- Paruaguda, P.O/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. 08.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for disputing the abnormal billing done from 10/2022 to 10/2023 of his LT/ Dom supply with CD of 0.04 KW having consumer no **9042-4402-0128** under SDO Elect. Junagarh.
- 2) The complainant has intimated the same to the OP earlier verbally, 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: 07/06/2024
- 2) Bill details from May 2013 to April 2024
- 3) Date of supply 30/03/2013
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW



- 6) Meter No – TWSP51062814
- 7) Installed on 10/11/2023 with IMR: "0"
- 8) CMR: 399 Kwh as on 07/06/2024
- 9) Facts of the complainant: High bill

As written version submitted by SDO Elect. Junagarh as follows:

- Consumer has dispute regarding high bill in the month of 09/2022 and 10/2023.

**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 consumer has dispute regarding high bill in the month of 09/2022 and 10/2023.
- As per database abnormal bill has been revised up to 02/2023 with a credit sundry of Rs 39219.90/- on dt 21/03/2023.
- But unfortunately, F-code billing was not corrected thereafter and abnormal bills were served to the consumer for the period from 03/2023 to 10/2023.

**ORDER**  
**28.06.2024**

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 03/2022 to 10/2023 by taking six-month average consumption of new meter IMR "0" as on 11/2023 and FMR "290" as on 04/2024.

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- July-2024**

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
GRF, Bhawanipatna

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

  
**R.K. NAIK**  
PRESIDENT

**PRESIDENT**  
GRF, Bhawanipatna

Copy to: -

1. Sri Balaram Majhi, At- Paruaguda, P.O/Ps- Kalampur, Dist- Kalahandi
2. SDO Elect. Junagarh, TPWODL.
3. EE, KWED, 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."