



## 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/ 293(6) 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-214/2024		
2	Complainant/s	Name & Address Sri Bijaya Kumar Gupta, Repr. By Sri Jayaram Gupta, At/Po-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4405-0017	Contact No. 96581-22251
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		

CO- OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kalampur**

**Appeared:**

1. **For the Complainant** – Sri Bijaya Kumar Gupta, Repr. By Sri Jayaram Gupta, At/Po- Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.  
**Complaint Case No. BPT-214/2024**

Sri Bijaya Kumar Gupta,  
Repr. By Sri Jayaram Gupta,  
At/Po-Kalampur,  
Dist.-Kalahandi.

**Con. No.9042-4405-0017**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bijaya Kumar Gupta, Repr. By Sri Jayaram Gupta, AT/Po- Kalampur, 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 bill dispute of his LT/ Dom supply with CD of 2.5 KW having consumer no- **9042-4405-0017** under SDO Elect. Junagarh.
- 2) The complainant has intimated the OP regarding wrong entry of meter change date and bill revision there to. 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 February 2001 to May 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 2.5 KW
- 6) Meter No – TPWODL1048190
- 7) Installed on 13/10/2022 with IMR: "0"



- 8) CMR: 15995 Kwh as on 07/06/2024  
9) Facts of the complainant: To revise the excess bill

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

- The actual meter change date is 12/07/2022 which is differ from system date 13/10/2022 so consumer has not received slab benefit.

**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 due to wrong entry of meter change date.
- The OP stated that the actual meter change date is 12/07/2022 which is differ from system date 13/10/2022. So, consumer has not received slab benefit.
- It is observed that from data base that bill revision was done from 9/2022 to 11/2023 due to delay meter and debit sundry was raised on dt 12/12/2023 for an amount of Rs 58892.66.

**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 recast the bill from 07/2022 to 05/2024 taking IMR "0" as on 07/2022 and FMR "15991" as on 05/2024 reversing the bill revision done and sundry given on 12/12/2023.

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.)

  
**R.K. NAIK**  
PRESIDENT

**PRESIDENT**  
GRF, Bhawanipatna

Copy to: -

- Sri Bijaya Kumar Gupta, Repr. By Sri Jayaram Gupta, AT/Po- Kalampur, Ps- Kalampur, Dist- Kalahandi
- SDO Elect. Junagarh, TPWODL.
- EE, KWED, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."**