



# 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/ 299<sup>5</sup>

Dated, the 14.05.2024

**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-109/2024		
2	Complainant/s	Name & Address Sri Basudev Pujhari, At/Po-Bargaon, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9042-4406-0057	Contact No.
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	<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 <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	06.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil	<input checked="" type="checkbox"/>	

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 Basudev Pujhari, At/Po-Bargaon, Ps-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

**Complaint Case No. BPT-109/2024**

Sri Basudev Pujhari,  
At/Po-Bargaon,  
Ps-Junagarh,  
Dist.-Kalahandi.  
Con. No.9042-4406-0057

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Basudev Pujhari, AT/PO- Bargaon, 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 06.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1.5 KW having consumer No. **9042-4406-0057** under SDO Elect. Junagarh.
- 2) As complained by the complainant abnormal billing of 1593 units was raised during the month of 01/2022.
- 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 abnormal 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 February 2004 to March 2024
- 3) Date of supply 30/11/2001
- 4) Category: LT/ DOM



- 5) Connected Load 1.5 KW
- 6) Meter No- WUV23377
- 7) Installed on: NA
- 8) CMR: NA
- 9) Meter Status: Live
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
  - The consumer has dispute regarding high bill in the month of 01/2022 of 1593 units.
  - As per PVR dtd, 19.04.2024 it is mentioned by the ESO, Kalampur that at the time of verification the meter has found No Display and consumer used electricity.

### **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 abnormal billing. The OP submitted that the consumer has dispute regarding high bill in the month of 01/2022 of 1593 units.
- As per PVR dtd, 19.04.2024 it is mentioned by the ESO, Kalampur that at the time of verification the meter has found No Display and consumer used electricity.
- As per billing database it appears that the present meter (Meter No. WUV23377) was installed during 11/2016 and bill raised in high consumption from 01/2022 to 07/2022.

**ORDER**  
**14.05.2024**

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 by way of recasting from 11/2016 to 07/2022 with IMR "0" Kwh and FMR "7537" Kwh.
- To install a new meter in coordination with MRT in the consumer premises with immediate effect as the present meter status has No Display.

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- June-24.**

*B. NAIK*  
10/5/24  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
CRF, Bhawanipatna

*K.K. PATTNAIK*  
14.05.24  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

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*R.K. NAIK*  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
CRF, Bhawanipatna



Copy to: -

1. Sri Basudev Pujhari, AT/PO- Bargaon, Ps- Kolhapur, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."

GRF BHAWANIPATNA