



## 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/ 322<sup>(5)</sup>

Dated, the 30.05.2024

**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-122/2024		
2	Complainant/s	Name & Address Sri Mitrabhanu Jagat, At-Chhata, Po-Jhagrahi, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3208-0127	Contact No. 78942-49346
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.	Division Nuapada 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 _____ 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	13.03.2024		
9	Date of Order	30.05.2024		
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: Nuapada

Appeared:

1. For the Complainant – Sri Mitrabhanu Jagat, At-Chhata, Po-Jhagrahi, Ps-Komna, Dist.-Nuapada.
2. For the Respondent – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-122/2024**

Sri Mitrabhanu Jagat,  
At-Chhata,  
Po-Jhagrahi, Ps-Komna,  
Dist.-Nuapada.

Con. No.9062-3208-0127

COMPLAINANT

Sri Abhinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

-Versus-

OPPOSITE PARTY

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Mitrabhanu Jagat, At- Chhata, PO- Jhagrahi, Ps-Komna, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 13.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.04 kw having consumer No **9062-3208-0127** under SDO Elect. Nuapada.
- 2) As complained by the complainant the average bill was served from 01/2016 to 10/2022.
- 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 average bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from November 2014 to April 2024
- 3) Date of supply 20/07/2014
- 4) Category: LT/ DOM



- 5) Connected Load 0 .04 KW
- 6) Meter No- TPWODL1113918
- 7) Installed on: 17/11/2022 with IMR: "1"
- 8) CMR: 394 KwH as on 09/04/2024
- 9) Meter Status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - The average bill was served from 01/2016 to 10/2022.

**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 average billing. The OP submitted that the average bill was served from 01/2016 to 10/2022.

**ORDER**  
**30.05.2024**

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 from 11/2020 to 10/2022 by taking six months average consumption of present meter (i.e., IMR "1" KwH on 11/2022 and FMR "161" KwH on 04/2023).

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.**

*[Handwritten signature]*  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*[Handwritten signature]* 20.05.24  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Handwritten signature]*  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Mitrabhanu Jagat, At- Chhata, PO- Jhagrahi, Ps- Komna Dist- Nuapada
2. SDO Elect. Nuapada, 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."