



## 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/\_\_\_\_\_ Dated, the \_\_\_\_\_

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 168 /2023		
2	Complainant/s	Name & Address Sri Lalatendu Behera, Repr. By Bharatendu Behera, At-Podaguda (khamanpada), P.O-Khaliabhatta, P.S- Jaipatna, Dist.-Kalahandi.	Consumer No 9044-4309-1132	Contact No. 78731-63880
3	Respondent/s	Name Sri Deepak Kumar Sahoo, SDO, Elect. Charbahal, 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) 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	16.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

*S. W.*  
31.01.24  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

*R. K. Naik*  
31/1/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Badkutru

**Appeared:**

1. **For the Complainant** – Sri Lalatendu Behera, Repr. By Bharatendu Behera, At-Podaguda, (khamanpada), P.O-Khaliabhata, P.S-Jaipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO, Elect. Charbahal, TPWODL.

**Complaint Case No. 168/2023**

Sri Lalatendu Behera, Repr. By Bharatendu Behera  
At-Podaguda, (khamanpada),  
P.O-Khaliabhata,  
P.S-Jaipatna,  
Dist.-Kalahandi.  
**Con. No. 9044-4309-1132**

**COMPLAINANT**

**-Versus-**

Sri Deepak Kumar Sahoo,  
SDO, Elect. Charbahal,  
TPWODL,

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Lalatendu Behera represented by Sri Bharatendu Behera, At: Podaguda (Khamanpada), Po- Khaliabhata, PS: Jaipatna, Charbahal, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9044-4309-1132** under SDO Charbahal.
- 2) 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 excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO, Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from January-2021 to November-2023



- 2) PVR  
3) Date of supply: 26/01/2021  
4) Category: LT/ Dom  
5) Connected Load: 1.5 KW  
6) Meter No: TW02034466  
7) Installed on: 24.05.2023  
8) CMR: 1696 on dtd. 03.01.2024  
9) As per written version submitted by SDO Charbahal as follows:
- In the month of 01/2022, the consumer getting 5865 units of 1<sup>st</sup> actual bill, after that the consumer getting provisional bill from 03/2022 to 07/2022 meter changed on 21.02.2023 and consumer getting 4971 units of bill at a time. in meter change status where KWH is 601 on 06/2023.



### **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 submitted that in the month of 01/2022, the consumer getting 5865 units of 1st actual bill, after that the consumer getting provisional bill from 03/2022 to 07/2022 meter changed on 21.02.2023 and consumer getting 4971 units of bill at a time. in meter change status where KWH is 601 on 06/2023.
- As per billing data base the provisional bill was raised from 01/2021 to 06/2023.

### **ORDER** **31.01.2024**

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 01/2021 to 06/2023 by taking six months average consumption of new meter (i.e. IMR "0" KwH on 06/2023 and FMR "1633" KwH on 11/2023)

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- February-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

3. Sri Lalatendu Behera, Repr. By Bharatendu Behera At: Podaguda (Khamanpada), Po-Khaliabhatta, PS: Jaipatna, Dist.- Kalahandi.
4. SDO Charbahal, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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

Member (II)  
Grievance Redressal Forum