



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/ 778

Dated, the 06.01.2025

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-534/2024																										
2	Complainant/s	Name & Address Sri Patiram Majhi, At-Gududuguma, Po-Golamunda, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9043-4306-0134	Contact No.																								
3	Respondent/s	Name Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	19.12.2024																										
9	Date of Order	06.01.2025																										
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: Dharamgarh
Appeared:

1. **For the Complainant** – Sri Patiram Majhi, At-Gududuguma, Po-Golamunda, Ps-Golamunda, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.
- Complaint Case No. BPT-534/2024**

Sri Patiram Majhi,
At-Gududuguma, Po-Golamunda,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No.9043-4306-0134

COMPLAINANT

Sri Balmakund Biswal,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Patiram Majhi, AT- Gududuguma, Po/Ps- Golamunda Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 19.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9043-4306-0134** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the provisional bill was raised 06/2023 to 09/2024.
- 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 excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 28/12/2024
- 2) Bill details from: 06/2011 to 11/2024
- 3) Date of supply: 01/10/2010
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – TWST1786704
- 7) Installed on: 22/10/2024 with IMR: "0"
- 8) CMR: 186 Kwh as on 28/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - Billing was average on 08/2024 with 672 units and in previous meter 4189 units billed on 04/2023, 1120 units on 07/2023 and 1221 units on 03/2024. Meter is changed on 22/10/2024 and billing is actual till now.

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 Billing was average on 08/2024 with 672 units and in previous meter 4189 units billed on 04/2023, 1120 units on 07/2023 and 1221 units on 03/2024. Meter is changed on 22/10/2024 and billing is actual till now.
- As per billing database the provisional/average bill was served from 06/2023 to 09/2024.

ORDER

06.01.2025

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 06/2023 to 09/2024 by taking 6 months average consumption of new meter installed on 22.10.2024.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by May-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-May-25

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Patiram Majhi, AT- Gududuguma, Po/Ps- Golamunda Dist- Kalahandi
2. SDO Elect. Dharamgarh. TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.