



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/ 669⁶ Dated, the 07.11.2024

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-425/2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Giridhari Teli, At-Tumura, Po-Manjhari, Ps-Golamunda, Dist.-Kalahandi. | Consumer No 9043-4309-0533 | Contact No. 82495-91764 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name Sri Gupta Prasad Tripathy, 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) - | | |
| 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 | <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 | | | | | | | | | | | | | | | | | | |
| 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 | 22.10.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 07.11.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

1. **For the Complainant** – Sri Giridhari Teli, At-Tumura, Po-Manjhari, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-425/2024

Sri Giridhari Teli,
At-Tumura, Po-Manjhari,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No. 9043-4309-0533

COMPLAINANT

Sri Gupta Prasad Tripathy,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Giridhari Teli, At- Tumura, Po- Manjhari, 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 Golamunda on dt. 22.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.5 KW having consumer no-**9043-4309-0533** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant excess bill amount was served in the month of 06/2024 and 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: 29/10/2024



- 2) Bill details from: 11/2018 to 09/2024
- 3) Date of supply: 21/08/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.5 KW
- 6) Meter No – TWST1804969
- 7) Installed on: 01/10/2024 with IMR: "0"
- 8) CMR: 228 KwH as on 29/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - The consumer is complaining about bill revision of previous bill of wrong billing periods from 06/2024 to 09/2024 as 10452 units billed on 06/2024 and 4620 units billed on 09/2024.

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 stated that the consumer is complaining about bill revision of previous bill of wrong billing periods from 06/2024 to 09/2024 as 10452 units billed on 06/2024 and 4620 units billed on 09/2024.

ORDER

07.11.2024

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 for the month of 09/2024 by taking six-month average consumption of new meter install on 01/10/2024.

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-April-25


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Giridhari Teli, At- Tumura, Po- Manjhari, Ps- Golamunda, Dist- Kalahandi.
2. SDO Elect. Dharamgarh. TPWODL
3. EE, KWED, Bhawanipatna TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”