



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/ 8269

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-531/2024																										
2	Complainant/s	Name & Address Sri Tithi Nag, At-Banjipadar, Po-Chapria, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4313-0453	Contact No. 78284-28762																								
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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																								
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 Tithi Nag, At-Banjipadar, Po-Chapria, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-531/2024

Sri Tithi Nag,
At-Banjipadar, Po-Chapria,
Ps-Kegaon,
Dist.-Kalahandi.

Con. No.9043-4313-0453

COMPLAINANT

Sri Balmakund Biswal,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Tithi Nag, AT- Banjipadar, Po- Chapria, Ps- Kegaon 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 0.04 KW having consumer no- **9043-4313-0453** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the provisional/average bill was served.
- 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 provisional/average 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: 06/2018 to 08/2024
- 3) Date of supply: 12/05/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWSP51087631
- 7) Installed on: 09/12/2023 with IMR: "0"



- 8) CMR: 265 Kwh as on 28/12/2024
- 9) The meter status: Bill Stopped
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - Billing was average from 07/2023 to 10/2023 and meter was installed on 19/12/2023 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, the billing was average from 07/2023 to 10/2023, and meter was installed on 19/12/2023 and billing is actual till now.
- As per billing database bill was served in high consumption in the month of 03/2023, which seems suppress meter reading, and the bill was served in average basis from 05/2023 to 10/2023 due to meter defective.

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 recast the bill from 05/2018 to 04/2023 with IMR "0" Kwh on 05/2018 and FMR "3955" Kwh on 04/2023.
- To revise the bill from 05/2023 to 10/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 12/2023 and FMR "187" Kwh on 05/2024).

The case is disposed of accordingly.

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

Compliance Month-January-25

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Tithi Nag, AT- Banjipadar, Po- Chapria, Ps- Kegaon Dist- Kalahandi
2. SDO Elect. Dharamgarh. 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."