



# 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/ 563<sup>(6)</sup> Dated, the 30.09.2024

**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-329/2024																				
2	Complainant/s	Name & Address Sri Judhistir Pujhari, Repr. By Sri Tulsiram Pujhari, At/Po-Ranmal, Ps- Kalampur, Dist.-Kalahandi.		Consumer No 9044-4104-0113	Contact No. 93480-47293																	
3	Respondent/s	Name Sri Deepak Kumar Behara, SDO Elect. Charbahal, 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 rowspan="9">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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	13.08.2024																				
9	Date of Order	30.09.2024																				
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: Charbahal**

**Appeared:**

1. **For the Complainant** – Sri Judhistir Pujhari, Repr. By Sri Tulsiram Pujhari, At/Po-Ranmal, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-329/2024**

Sri Judhistir Pujhari,  
Repr. By Sri Tulsiram Pujhari,  
At/Po-Ranmal,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No.9044-4104-0113**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Judhistir Pujhari, Repr. by Sri Tulsiram Pujhari, AT/Po-Ranmal, Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Charbahal on dt. 13.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.50 KW having consumer no- **9044-4104-0113** under SDO Elect. Charbahal.
- 2) The excess bill has served in the month of September 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 excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: 03/09/2024
- 2) Bill details from July 2002 to august 2024



- 3) Date of supply 25/01/2002
- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No – TWSP51020413
- 7) Installed on 11/07/2023 with IMR: "0"
- 8) CMR: 2037 Kwh as on 03/09/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

As written version submitted by SDO Elect. Charbahal as follows:

- Consumer had charged 2342 bill units at a time suppress bill on bill month 05/2022.
- Defective period bill revise requires from 09/2022 to 05/2023.

### **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 stated that Consumer had charged 2342 bill units at a time as suppress reading on bill month 05/2022.
- Defective period bill revision already done from 09/2022 to 06/2023 on 27.09.2024 as seen from database.

### **ORDER**

**30.09.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

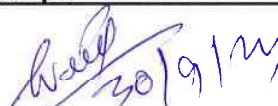
The OP is directed as follows:

- To recast the bill from 06/2019 to 07/2022 taking IMR "0" KWH on 04/2019 and FMR "3702" KWH on 07/2023.

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-October-24**

  
**B. NAIK**  
Co-Opted Member  
CRF, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)

**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna  
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**R.K. NAIK**  
PRESIDENT  
CRF, Bhawanipatna



Copy to: -

1. Sri Judhistir Pujhari, Repr. by Sri Tulsiram Pujhari, AT/Po- Ranmal, Ps- Kalampur, Dist- Kalahandi
2. SDO Elect. Charbahal. 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.”**