



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/ 385⁽⁵⁾ Dated, the 11.06.2024

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-178/2024		
2	Complainant/s	Name & Address Sri Ajit Kumar Mund, At-Bhalukutra, Po-Nuagaon, Ps-Kalahandi, Dist.-Kalahandi.	Consumer No 9044-4104-0292	Contact No. 99374-86827
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	05.04.2024		
9	Date of Order	11.06.2024		
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 Ajit Kumar Mund, At-Bhalukutra, Po-Nuagaon, Ps-Kalampur, Dist.-Kalahandi
2. For the Respondent – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.
Complaint Case No. BPT-178/2024

Sri Ajit Kumar Mund,
At-Bhalukutra,
Po-Nuagaon, Ps-Kalampur,
Dist.-Kalahandi

Con. No.9044-4104-0292

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Ajit Kumar Mund, At- Bhalukutra Po- Nuagaon, 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. 05.04.2024, 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. **9044-4104-0292** under SDO Elect. Charbahal.
- 2) As complained by the complainant the average bill was served from 09/2022 to 08/2023.
- 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 average 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 on date 08.05.2024
- 2) Billing Abstract from 03/2003 to 02/2024
- 3) Date of supply 24/12/2002
- 4) Category: LT/ Dom
- 5) Connected Load 1.5 KW



- 6) Meter No- TWSP51088107
- 7) Installed on 22/12/2023 with IMR: "0"
- 8) CMR: 75 KwH as on 08/05/2024
- 9) Meter Status: Ok
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - The supply has been disconnected from 03.04.2024 due to enforcement by the remote on smart meter consumer also got average bill from 09/2022 to 08/2023.

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 average bill. The OP submitted that the supply has been disconnected from 03.04.2024 due to enforcement by the remote on smart meter consumer also got average bill from 09/2022 to 08/2023.
- As per billing database the bill was served on average basis from 09/2022 to 08/2023 due to meter burnt.

ORDER

11.06.2024

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 09/2022 to 08/2023 by taking six-month average consumption of new meter installed on 22/12/2023.

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- July-24.


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


K.K. PATTAIAK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to:-

1. Sri Ajit Kumar Mund, At- Bhalukutra Po- Nuagaon, Ps- Kalampur Dist- Kalahandi.
2. SDO Elect. Charbahal, 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."