



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/ 726

Dated, the 29.11.2024

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-468/2024																			
2	Complainant/s	Name & Address Sri Gouri Majhi, At-Gungunia, Po-Bandigaon, Ps-Jaipatna, Dist.-Kalahandi.	Consumer No 9044-4105-0090	Contact No. 84580-48239																	
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 & 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 & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	13.11.2024																			
9	Date of Order	29.11.2024																			
10	Order in favour of	Complainant	✓	Respondent																	
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 Gouri Majhi, At-Gungunia, Po-Bandigaon, Ps-Jaipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-468/2024

Sri Gouri Majhi,
At-Gungunia, Po-Bandigaon,
Ps-Jaipatna,
Dist.-Kalahandi.

Con. No.9044-4105-0090

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Gouri Majhi, At- Gungunia, Po- Bandigaon, Ps- Jaipatna, 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. 13.11.24, 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- **9044-4105-0090** under SDO Elect. Charbahal.
- 2) As complained by the complainant abnormal excess bill was served to the consumer from 10/2023 to 10/2024.
- 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. Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 26/11/2024
- 2) Bill details from: 02/2002 to 10/2024
- 3) Date of supply: 05/09/2001
- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW



- 6) Meter No – LW260042
- 7) Installed on: 06/09/2019 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - The abnormal reading was found from bill month 09/2023 (meter photo attached of 9756 kwh of bill month 03/2024 and 11103 kwh of bill month 04/2024. Which is uploaded in FG CIS). Hence it is concluded that the old meter had defective due to abnormal reading and as per PVR. Now there is no supply (meter and service cable) found in consumer premises.

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 abnormal reading was found from bill month 09/2023 (meter photo attached of 9756 kwh of bill month 03/2024 and 11103 kwh of bill month 04/2024. Which is uploaded in FG CIS). Hence it is concluded that the old meter had defective due to abnormal reading and as per PVR. Now there is no supply (meter and service cable) found in consumer premises.

ORDER

29.11.2024

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:

- Supply to restore and new meter to be installed.
- To revise the bill from 09/2023 to 10/2024 by taking six-month average consumption new meter.


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-June-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. Smt. Gouri Majhi, At- Gungunia, Po- Bandigaon, Ps- Jaipatna, 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.”

GRF BHAWANIPATNA