



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/ 375⁽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-180/2024		
2	Complainant/s	Name & Address Sri Purusottam Singh, A/Po-Mahichala, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9044-4110-0050	Contact No. 70084-84595
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) <u>155</u> 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		

Rajeev
11/6/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri
11.06.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjana
11/6/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Charbahal

Appeared:

1. **For the Complainant** – Sri Purusottam Singh, At/Po-Mahichala, Ps-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.
Complaint Case No. BPT-180/2024

Sri Purusottam Singh,
At/Po-Mahichala,
Ps-Junagarh,
Dist.-Kalahandi.

Con. No.9044-4110-0050

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Purusottam Singh, At/Po- Mahichala, Ps- Junagarh 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. 05.04.24, 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. **9044-4110-0050** under SDO Elect. Charbahal.
- 2) As complained by the complainant abnormal bill was raised 09/2021 to 05/2023.
- 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 abnormal 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 10.05.2024
- 2) Billing Abstract from March 2001 to April 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/ Dom
- 5) Connected Load 1.5 KW
- 6) Meter No- TW02036260



- 7) Installed on 30/05/2023 with IMR: "0"
- 8) CMR: 2485 Kwh as on 10/05/2024
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Charbahal as follows:
 - The consumer has charged high bill unit from 10/2021 to 06/2022.

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 abnormal billing. The OP submitted that the consumer has charged high bill unit from 10/2021 to 06/2022.
- As per billing database some reading was billed abnormally, which seems suppress meter reading of the meter installed in 02/2016.

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 by way of recasting from 02/2016 to 10/2022 with IMR "0" Kwh on 02/2016 and FMR "16670" Kwh on 10/2022.

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. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Purusottam Singh, At/Po- Mahichala, Ps- Junagarh 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."