



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/ 8799

Dated, the 31.01.2025

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-20/2025																										
2	Complainant/s	Name & Address Sri Surendra Kumar Panda, At-Ghulijuba, Po-S. Kundamal, Ps-Junagarh, Dist.- Kalahandi.	Consumer No 9044-4110-0467	Contact No. 90789-51749																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"><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 border="1"><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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6. Others																												
8	Date(s) of Hearing	15.01.2025																										
9	Date of Order	31.01.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

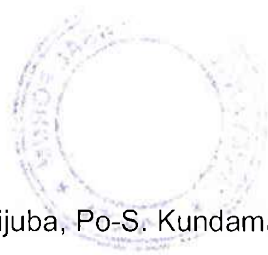
CO-OPTED MEMBER

MEMBER (Fin.)
MEMBER

PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

CRF, Bhawanipatna



Place of Hearing: Charbahal
Appeared:

1. **For the Complainant** – Sri Surendra Kumar Panda, At-Ghulijuba, Po-S. Kundamal, Ps-Junagarh, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.
- Complaint Case No. BPT-20/2025**

Sri Surendra Kumar Panda,
At-Ghulijuba, Po-S. Kundamal,
Ps-Junagarh,
Dist.-Kalahandi.

Con. No. 9044-4110-0467

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Surendra Kumar Panda, At- Ghulijuba, Po- Sanyasi Kundamal, 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. 15.01.2025, 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~~ **4110-0467** under SDO Elect. Charbahal.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 10/2016.
- 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: 28/01/2025
- 2) Bill details from: 02/2009 to 12/2024
- 3) Date of supply: 30/01/2009



- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No – 908609
- 7) Installed on: 30/01/2009 with IMR "0"
- 8) CMR: 10609 Kwh as on 28/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - As per PVR the meter no. 908609 is installed on consumer premises since supply release date 30/01/2009 but the false meter no. LW405416 was update database from 12/2019 to 09/2024.

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 as per PVR the meter no. 908609 is installed on consumer premises since supply release date 30/01/2009 but the false meter no. LW405416 was update database from 12/2019 to 09/2024.
- As per billing database 6299 units was abnormally billed in the month of 10/2016, which seems suppress meter reading.

ORDER

31.01.2025

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 09/2016 to 12/2024 with IMR "5720" Kwh on 09/2016 and FMR "10551" Kwh on 12/2024.

The case is disposed of accordingly.

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

Compliance Month-February-25


B. NAIK
Co-Opted Member


K.K. PATNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
CRF, Bhawanipatna

Copy to: -



1. Sri Surendra Kumar Panda, At- Ghulijuba, Po- Sanyasi Kundamal, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."

GRF BHAWANIPATNA