



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/ 6196

Dated, the 28.10.2024

Quorum:

Er. Ranjan Kumar Naik
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-385/2024																										
2	Complainant/s	Name & Address Sri Prakash Chandra Sahu, At-Dulkibandh, Po-Bijmara, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9044-4307-0260	Contact No. 97776-54720																								
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>✓</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>15. Others (Specify) -</td><td></td><td></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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6. Others																												
8	Date(s) of Hearing	20.09.2024																										
9	Date of Order	28.10.2024																										
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: Badkutru
Appeared:

1. **For the Complainant** – Sri Prakash Chandra Sahu, At-Dulkibandh, Po-Bijmara, Ps-Kalampur, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.
- Complaint Case No. BPT-385/2024**

Sri Prakash Chandra Sahu,
At-Dulkibandh, Po-Bijmara,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No.9044-4307-0260

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Prakash Chandra Sahu, At- Dulkibandh, Po- Bijmara, 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 Badkutru on dt. 20.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.5 KW having consumer no- **9044-4307-0260** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the average bill was served from 09/2015 to 07/2021.
- 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: 09/10/2024
- 2) Bill details from: 03/2014 to 09/2024
- 3) Date of supply: 31/01/2013
- 4) Category: LT/Domestic
- 5) Connected Load 1.5 KW



- 6) Meter No – LW511528
- 7) Installed on: N/A
- 8) CMR: 4054 Kwh as on 09/10/2024
- 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 Physically meter no- LW511528 installed on consumer premises instead of LW13326. Consumer had got average period bill from 09/2015 to 07/2021.

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 Physically meter no- LW511528 installed on consumer premises instead of LW13326.
- As per billing database the average bill was served from 09/2015 to 07/2021. And the meter sl. No. appears LW512326.

ORDER

28.10.2024

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 rectify the meter sl no as **LW511528** instead of meter sl no. **LW512326**.
- To revise the bill from 08/2019 to 07/2021 by taking six-months average consumption of present meter sl no as **LW511528** (i.e. IMR "0" Kwh on 06/2021 and FMR "214" Kwh on 11/2021).

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-November-24

B. NAIK
Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Prakash Chandra Sahu, At- Dulkibandh, Po- Bijmara, 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."