



# 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/ 556

Dated, the 30.09.2024

**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-330/2024																										
2	Complainant/s	Name & Address Sri Rukdhar Rana, Repr. By Sri Bhubaneswar Rana, At/Po-Bandil, Ps- Kalampur, Dist.-Kalahandi.	Consumer No 9044-4311-0259	Contact No. 81448-92565																								
3	Respondent/s	Name Sri Deepak Kumar Behara, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
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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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>	3. OERC Conduct of Business Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																		
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8	Date(s) of Hearing	13.08.2024																										
9	Date of Order	30.09.2024																										
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 Rukdhar Rana, Repr. By Sri Bhubaneswar Rana, At/Po-Bandil, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-330/2024**

Sri Rukdhar Rana,  
Repr. By Sri Bhubaneswar Rana,  
At/Po-Bandil,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No.9044-4311-0259**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Rukdhar Rana, Repr. by Sri Bhubaneswar Rana, AT/Po- Bandil, 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. 13.08.24, 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- **9044-4311-0259** under SDO Elect. Charbahal.
- 2) To revise the abnormal bill for the month of 10/2021.
- 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 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: 02/09/2024
- 2) Bill details from December 2012 to August 2024

- 3) Date of supply 30/03/2012  
4) Category: LT/Domestic  
5) Connected Load 1.50 KW  
6) Meter No – WLT284901  
7) Installed on 07/11/2021 with IMR: "0"  
8) CMR: 1005 Kwh as on 02/09/2024  
9) The meter status: Ok  
10) Facts of the complainant: Revision of bill  
11) As written version submitted by SDO Elect. Charbahal as follows:
- Consumer had charged 39414 bill unit in meter change status on bill month 10/2021.



### **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 stated that Consumer had charged 39414 bill unit in meter change status on bill month 10/2021.
- As per database 39414 units was billed for a month of 10/2021 which seems that meter has recorded abnormally or wrong final reading was put during meter change.

### **ORDER**

**30.09.2024**

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 for the month of 10/2021 taking six-month average consumption of meter install on 07/11/2021.
- To withdraw the earlier bill revision on date 04/03/2024.

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-October-24**

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

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



1. Sri Rukdhar Rana, Repr. by Sri Bhubaneswar Rana, AT/Po- Bandil, 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."**