



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/ 6008 Dated, the 28.10.2024

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-393/2024																			
2	Complainant/s	Name & Address Smt Sarita Naik, Repr. By Sri Binit Kumar Naik, At/Po-Jaipatna, Ps- -Jaipatna, Dist.- Kalahandi.	Consumer No 9044-4401-0414	Contact No. 97775-36359																	
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"><input checked="" type="checkbox"/></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	<input checked="" type="checkbox"/>	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	24.09.2024																			
9	Date of Order	28.10.2024																			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																	
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: Jaipatna

Appeared:

1. **For the Complainant** – Smt Sarita Naik, Repr. By Sri Binit Kumar Naik, At/Po- Jaipatna, Ps- -Jaipatna, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.
- Complaint Case No. BPT-393/2024**

Smt Sarita Naik,
Repr. By Sri Binit Kumar Naik,
At/Po-Jaipatna,
Ps- -Jaipatna,
Dist.-Kalahandi.

Con. No.9044-4401-0414

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Sarita Naik repr. by Sri Binit Kumar Naik, At/Po- Jaipatna, 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 Jaipatna on dt. 24.09.24, 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-**9044-4401-0414** under SDO Elect. Charbahal.
- 2) As complained by the complainant the bill for the month of 07/2015, 05/2016 and 07/2019 was served for 3530 units, 1422 units and 1003 units for a month respectively, which may be considered.
- 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.

Previous Complain, if any:

Not Available



SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 08/10/2024
- 2) Bill details from: 03/2012 to 09/2024
- 3) Date of supply: 24/05/2011
- 4) Category: LT/Domestic
- 5) Connected Load 1.5 KW
- 6) Meter No – LW514879
- 7) Installed on: 10/08/2022 with IMR: "4225"
- 8) CMR: 1064 Kwh as on 08/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

As written version submitted by SDO Elect. Charbahal as follows:

- The abnormal bills have generated from 03/2012 to 06/2021 recasting required of that period.

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 bills have generated from 03/2012 to 06/2021 recasting required of that period.

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 recast the bill from 03/2012 to 06/2021 with IMR 0KWH on 03/2012 and FMR 25609 KWH on 06/2021.

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

Co-Opted Member
Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Smt. Sarita Naik repr. by Sri Binit Kumar Naik, At/Po- Jaipatna, 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.”