



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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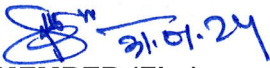
BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

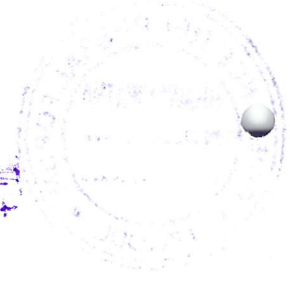
Memo No. GRF/BPT/Order/_____ Dated, the _____

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 166 /2023		
2	Complainant/s	Name & Address Sri Karuna Naik, At-Karanjiguda, P.O- Ranibahal, P.S-Mukhiguda, Dist.- Kalahandi.	Consumer No 9044-4409-0201	Contact No. 63715-14768
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) 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		
8	Date(s) of Hearing	16.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Badkutru

Appeared:

1. **For the Complainant** – Sri Karuna Naik, At-Karanjiguda, P.O-Ranibahal, P.S-Mukhiguda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO, Elect. Charbahal, TPWODL.

Complaint Case No. 166/2023

Sri Karuna Naik,
At-Karanjiguda,
P.O-Ranibahal,
P.S-Mukhiguda,
Dist.-Kalahandi.
Con. No. 9044-4409-0201

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Karuna Naik, At: Karanjiguda, Po- Rani Bahal, Mukhiguda, Charbahal, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9044-4409-0201** under SDO Charbahal.
- 2) 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, Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from February-2014 to November-2023
- 2) PVR



- 3) Date of supply: 30/01/2013
- 4) Category: LT/ Dom
- 5) Connected Load: 1.5 KW
- 6) Meter No: LW280701
- 7) As per written version submitted by SDO Charbahal as follows:
 - The consumer has got bill of 7475 units of bill in round complete status on 02/2019 bill month and consumer meter has change on 19/05/2019.

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 the consumer has got bill of 7475 units of bill in round complete status on 02/2019 bill month and consumer meter has change on 19/05/2019.
- As per billing data base the abnormal bill was raised from Jan/Feb-2019 to May/June-2019.

ORDER
31.01.2024

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 from January/February-2019 to May/June-2019 by taking six months average consumption of new meter (i.e. IMR "0" Kwh on 05/2019 and FMR "202" Kwh on 10/2019)

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- February-24.


K.K. PATTNAIK
MEMBER (Fin.)

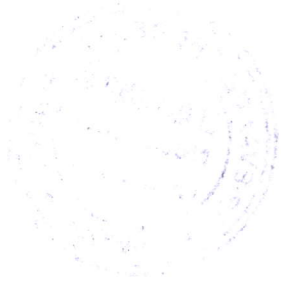
Member (Fin.)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

3. Sri Karuna Naik, At: Karanjiguda, Po- Rani Bahal, Mukhiguda, Charbahal, Dist- Kalahandi.
4. SDO Charbahal, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."



Member (Fin.)
688, 344, 214