



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/ 296⁽⁵⁾ Dated, the 14.05.2024

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-152/2024		
2	Complainant/s	Name & Address Sri Bishikeshan Rout, At-Pipaljhapar Paragunri, Po-Gotomunda, Ps-Ampani, Dist.-Kalahandi.	Consumer No 9044-5201-0023	Contact No. 91783-98466
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) <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>		
8	Date(s) of Hearing	20.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Chilguda
Appeared:

1. For the Complainant – Sri Bishikeshan Rout, At-Pipaljhapar Paragungri, Po-Gotomunda, Ps-Ampani, Dist.-Kalahandi.
2. For the Respondent – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-152/2024

Sri Bishikeshan Rout,
At-Pipaljhapar Paragungri,
Po-Gotomunda, Ps-Ampani,
Dist.-Kalahandi.

Con. No.9044-5201-0023

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bishikeshan Rout, At- Pipaljhapar Paradungri, Po-Gotomunda, Ps- Ampani, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Chilguda on dt. 20.03.24, 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. **9044-5201-0023** under SDO Elect. Charbahal.
- 2) As complained by the complainant abnormal bill of 5790 units was raised in the month of 01/2013.
- 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 abnormal 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 dtd.11.04.2024
- 2) Billing Abstract from
- 3) Date of supply 26/09/2008
- 4) Category: LT/ Dom



- 5) Connected Load 1.50 KW
- 6) Meter No- WCV61196
- 7) Installed on 01/2016 with IMR 200
- 8) CMR 4528 Kwh as on 11/04/2024
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:

- The bill for the month of 01/2013 has billed for 5790 units of high bill in round complete status on meter no. 323130 and got 29967.92 amount of current bill.

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 abnormal billing. The OP submitted that the bill for the month of 01/2013 has billed for 5790 units of high bill in round complete status on meter no. 323130 and got bill an amount of Rs. 29967.92.

ORDER

14.05.2024

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 01/2013 by taking six months average consumption from 02&03/2013 with IMR "150" Kwh and FMR "06&07/2013 "300" Kwh.

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- June-24.

10/5/24
B. NAIK
Co-Opted Member

Co-Opted Member
CRF, Bhawanipatna

14.05.24
K.K. PATNAIK
MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
R.K. NAIK
PRESIDENT

PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Bishikesan Rout, At- Pipaljhapar Paradungri, Po- Gotomunda, Ps- Ampani 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."