



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/ 297^S

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-153/2024		
2	Complainant/s	Name & Address Sri Jairam Sunanai, At-Sirliguda, Po-Gambhariguda, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-5208-0467	Contact No. 94399-32631
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	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		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Chilguda
Appeared:

1. For the Complainant – Sri Jairam Sunanai, At-Sirliguda, Po-Gambhariguda, Ps-Koksara, Dist.-Kalahandi.
2. For the Respondent – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-153/2024

Sri Jairam Sunanai,
At-Sirliguda,
Po-Gambhariguda, Ps-Koksara,
Dist.-Kalahandi.
Con. No.9044-5208-0467

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jairam Sunani At- Sirliguda, Po- Gambhariguda, Ps-Koksara 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. 9044-5208-0467 under SDO Elect. Charbahal.
- 2) As complained by the complainant bill was raised on average basis from 11/2015 to 03/2019.
- 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 dtd.11.04.2024
- 2) Billing Abstract
- 3) Date of supply 14/05/2009
- 4) Category: LT/ Dom
- 5) Connected Load 1.50 KW
- 6) Meter No- LW335702



- 7) Installed 14/05/2009 with IMR 01
- 8) CMR 1699 Kwh as on 11/04/2024
- 9) Meter Status: Regular
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - The average bill from 11/2015 to 03/2019 was served to the consumer.

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 average bill from 11/2015 to 03/2019 was served to the consumer.
- As per billing database the provisional/average bill was served from 11/2015 to 09/2019.

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 from 10/2017 to 09/2019 by taking IMR "181" Kwh on 02/2020 and FMR "627" Kwh on 09/2020.

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.

[Signature]
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

[Signature] 14.05.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Jairam Sunani, At- Sirliguda, Po- Gambhariguda, Ps- Koksara 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."