



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/ 718^{CS}

Dated, the 29.11.2024

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-463/2024																											
2	Complainant/s	Name & Address Sri Debiprasad Chhatra, Repr. By Sri Bhagaban Chhatra, At-Karlaguda, Po-Temra, Ps-Koksara, Dist.-Kalahandi.		Consumer No 9044-5211-0154	Contact No. 98614-97941																								
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>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>				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) -		
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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	13.11.2024																											
9	Date of Order	29.11.2024																											
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 Debiprasad Chhatra, Repr. By Sri Bhagaban Chhatra, At-Karlaguda, Po-Temra, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-463/2024

Sri Debiprasad Chhatra,
Repr. By Sri Bhagaban Chhatra,
At-Karlaguda,
Po-Temra,
Ps-Koksara,
Dist.-Kalahandi.

Con. No.9044-5211-0154

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Debi prasad Chhatra, Repr. by Sri Bhagaban Chhatra, At-Karlaguda, Po- Temra, 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 Charbahal on dt. 13.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.04 KW having consumer no- **9044-5211-0154** under SDO Elect. Charbahal.
- 2) As complained by the complainant the excess bill was serve in the month of 03/2016.
- 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: 21/11/2024
- 2) Bill details from: 01/2014 to 10/2024
- 3) Date of supply: 26/08/2013



- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – LW334636
- 7) Installed on: 04/05/2019 with IMR: "0"
- 8) CMR: 5561 Kwh as on 21/11/2024
- 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 1811 unit at a time on bill month 03/2016. Consumer got average bill from 04/2017 to 04/2019.

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 stated that Consumer had charged 1811 unit at a time on bill month 03/2016.
- Consumer got average bill from 04/2017 to 04/2019.

ORDER

29.11.2024

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 01/2014 to 05/2016 with IMR "0" KWH on 01/2014 and FMR "2561" KWH on 05/2016.
- Bill to be revised from 05/2017 to 04/2019 by taking six-month average consumption new meter install during May-June/2019, with IMR "0" Kwh on 05/2019 and FMR "303" Kwh on 10/2019.

The case is disposed of accordingly.

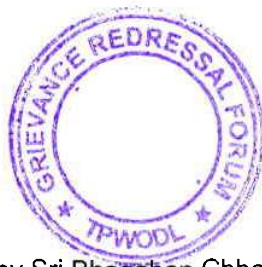
Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-December-24


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Debiprasad Chhatra, Repr. by Sri Bhagaban Chhatra, At- Karlaguda, Po- Temra, Ps- Koksara, 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.”