



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/ 798^(S)

Dated, the 06.01.2025

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-526/2024																			
2	Complainant/s	Name & Address Sri Milan Satnami, Repr. By Sri Tikeswar Satnami, At-Chingrasara, Po-Parkol, Ps-Beltukri, Dist.-Nuapada.	Consumer No 9063-3206-1107	Contact No. 63701-66018																	
3	Respondent/s	Name Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.	Division Nuapada 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="8">✓</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>15. Others (Specify) -</td><td></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) 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	18.12.2024																			
9	Date of Order	06.01.2025																			
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: Khariar Road
Appeared:

1. **For the Complainant** – Sri Milan Satnami, Repr. By Sri Tikeswar Satnami, At-Chingrasara, Po-Parkol, Ps-Beltukri, Dist.-Nuapada.
2. **For the Respondent** – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

Complaint Case No. BPT-526/2024

Sri Milan Satnami,
Repr. By Sri Tikeswar Satnami,
At-Chingrasara, Po-Parkol,
Ps-Beltukri,
Dist.-Nuapada.

Con. No. 9063-3206-1107

COMPLAINANT

Sri Pradipta Kumar Khillar,
SDO Elect. Khariar Road,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Milan Satnami, Repr. by Sri Tikeswar Satnami AT-Chingrasara, Po- Parkol, Ps- Beltukri, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar Road on dt. 18.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.29 KW having consumer no- **9063-3206-1107** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that average bill was served from 06/2022 to 04/2024.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:



- 1) Consumer complaint Redressal form
- 2) Bill details from: 09/2013 to 11/2024
- 3) Date of supply: 15/06/2013
- 4) Category: LT/Domestic
- 5) Connected Load 0.29 KW
- 6) Meter No – TWST1735861
- 7) Installed on: 21/05/2024 with IMR: "0"
- 8) CMR: 1043 Kwh as on 19/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
 - High slab bill to be revise.

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 High slab bill to be revise.
- As per billing database the bill was served in average basis from 06/2022 to 04/2024 due to meter defective.

ORDER

06.01.2024

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 restore the power supply immediately prior to obtain the reconnection fees as appropriate.
- To revise the bill from 06/2022 to 04/2024 by taking six-month average consumption of actual meter reading of meter installed on 21/05/2024.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by January-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

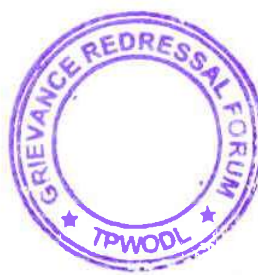
Compliance Month-January-25

B. NAIK
Co-Opted Member
CRF, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Milan Satnami, Repr. by Sri Tikeswar Satnami AT- Chingrasara, Po- Parkol, Ps- Beltukri, Dist- Nuapada.
2. SDO Elect. Khariar Road, 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.”