



## 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/ 706<sup>(5)</sup>

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-445/2024																									
2	Complainant/s	Name & Address Sri Jaladhar Goud, Repr. By Sri Paramananda Goud, At/Po-Chancher, Ps-Kesinga, Dist.-Kalahandi.	Consumer No. 9033-0221-1544	Contact No. 79817-42457																							
3	Respondent/s	Name Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East 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="2">✓</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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	08.11.2024																									
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: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Jaladhar Goud, Repr. By Sri Paramananda Goud, At/Po-Chancher, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-445/2024**

Sri Jaladhar Goud,  
Repr. By Sri Paramananda Goud,  
At/Po-Chancher,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-0221-1544**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Jaladhar Goud, Repr. by Sri Parmananda Goud, At/Po-Chancher, Ps- Kesinga, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 08.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no-9033-0221-1544 under SDO Elect. Kesinga.
- 2) As complained by the complainant that the abnormal bill was served from 12/2023 to 06/2024.
- 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 14/11/2024
- 2) Bill details from: 02/2018 to 10/2024
- 3) Date of supply: 10/02/2018



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWST1720735
- 7) Installed on: 31/07/2024 with IMR: "0"
- 8) CMR: 413 kWh as on 14/11/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:

- As per FG database the bill already been revised from 06/2018 to 11/2023 in non-tod up to reading "6305" kwh meter photo which is upload in he bill revision document. Again, in the month of 02/2024 there is an abnormal excess unit was billed in actual basis which clearly shows that it may be wrong puncing by meter reader and the MMG replaced the meter on dated 31//07/2024 by stating the meter status as defective.
- Average and provisional bill not been adjusted from 03/2024 to 06/2024.

#### **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 as per FG database the bill already been revised from 06/2018 to 11/2023 in non-tod up to reading "6305" kwh meter photo which is upload in the bill revision document. Again, in the month of 02/2024 there is an abnormal excess unit was billed in actual basis which clearly shows that it may be wrong puncing by meter reader and the MMG replaced the meter on dated 31//07/2024 by stating the meter status as defective.
- As per billing database some bill was served in abnormal meter reading during the period from 12/2023 to 06/2024 due to meter defective.

#### **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 revise the bill from 12/2023 to 06/2024 by taking six-month average consumption of present meter installed on 31.07.2024

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-25

*28/11/24*  
**B. NAIK**  
Co-Opted Member  
GRF, Bhawanipatna

*29.11.24*  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER

*29/11/24*  
**R.K. NAIK**  
PRESIDENT  
GRF, Bhawanipatna

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Jaladhar Goud, Repr. by Sri Parmananda Goud, At/Po- Chancher, Ps- Kesinga, Dist- Kalahandi.
2. SDO Elect. Kesinga. 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."