



## 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/ \_\_\_\_\_ Dated, the \_\_\_\_\_

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 82 /2023		
2	Complainant/s	Name & Address Smt. Urmila Pati, Repr. By Rajesh Pati, At- Nuapada, P.O-Bhawanipatna, P.S- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1117-0836	Contact No. 99373-56667
3	Respondent/s	Name Sri Rajesh Kumar Mishra, SDO, Elect. No-I, Bhawanipatna, TPWODL.	Division Kalahandi East 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	13.10.2023		
9	Date of Order	30.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: Bhawanipatna**

**Appeared:**

1. **For the Complainant** – Smt. Urmila Pati, Repr. By Rajesh Pati, At- Nuapada, P.O- Bhawanipatna, P.S-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO, Elect. No-I, Bhawanipatna, TPWODL

**Complaint Case No. 82/2023**

Smt. Urmila Pati, Repr. By Rajesh Pati,  
At- Nuapada,  
P.O-Bhawanipatna,  
P.S-Bhawanipatna,  
Dist.-Kalahandi.  
**Con. No. 9035-1117-0836**

**COMPLAINANT**

**-Versus-**

Sri Rajesh Kumar Mishra,  
SDO, Elect. No-I, Bhawanipatna,  
TPWODL,

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt Urmila Pati represented by Sri Rajesh Pati, At: Nua Pada, Po- Bhawanipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 2 KW having consumer No. **9035-1117-0836** under SDO No-I, Bhawanipatna.
- 2) 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 bill.





### SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO No-I, Bhawanipatna) in its counter reply not submitted any written version even after several times of intimation.

### FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as from billing database; the forum observes the followings:

- The complainant reiterated for wrong billing of August-2023.
- As per the bill revision proposal at sub division level committee the complainant was withdrawn an amount of Rs. 51869/- on 19.09.2022.
- The complainant was a negative ledger balance of Rs. (-) 7847.56 on the month of 10/2022.
- The complainant was served the negative arrear bill from 10/2022 to 07/2023.
- In the month of 08/2023, the complainant was served a bill an amount of Rs. 6560.98 on consumption of 53 units only.

**ORDER**  
**30.01.2024**

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 withdraw the excess billing levied on 08/2023 and serve the actual bill of 53 units.

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-24.**

 21.01.24

**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
**MEMBER**

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

 21/1/24

**R.K. NAIK**  
**PRESIDENT**  
**PRESIDENT**

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

- Copy to:-
1. Smt Urmila Pati represented by Sri Rajesh Pati, At: Nua Pada, Po- Bhawanipatna, Dist.- Kalahandi.
  2. SDO No-I, Bhawanipatna, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**



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