



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

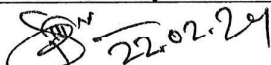
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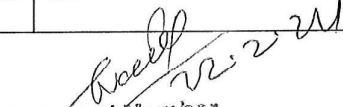
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

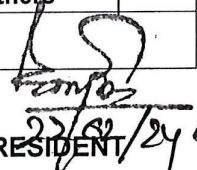
Memo No. GRF/BPT/Order/ 110<sup>(5)</sup> Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 225 /2023		
2	Complainant/s	Name & Address Sri Surendra Sahu, At-Jorpada, P.O- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1404-0268	Contact No. 63709-29652
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) <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		
8	Date(s) of Hearing	15.12.2023		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
Co-Opted Member  
GRF, Bhawanipatna

  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

**Appeared:**

1. **For the Complainant** – Sri Surendra Sahu, At-Jorpada, P.O- Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No, I, Bhawanipatna, TPWODL.

**Complaint Case No. 225 /2023**

Sri Surendra Sahu,  
At-Jorpada,  
P.O- Bhawanipatna,  
Dist.-Kalahandi.  
Con. No. 9035-1404-0268

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Surendra Sahu AT- Jorpada . P.O- Bhawanipatna Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt.15.12.23, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 2 KW having consumer No 9035-1404-0268 under SDO Elect. 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 excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect NO I Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from January 2016 to December 2023
- 3) Date of supply: 16-Nov-2012



- 4) Category: LT/ Domestic  
 5) Connected Load : 2 KW  
 6) Meter No- LW351659  
 7) Installed on: 23.06.2019 with IMR: "1"  
 8) CMR: 12145 Kwh  
 9) Fact of the complainant: Revision of bill  
 10) As written version submitted by SDO Elect. No. I, Bhawanipatna as follows:

- The consumer was availed power supply but D/C shown in database.
- After R/C all suppress units has charged.

**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 the consumer was availed power supply but D/C shown in database.
- After R/C all suppress units has charged.
- A bill revision for the period from 09/2021 to 06/2023 has been taken into account on dtd. 04.08.2023.

**ORDER**  
**22.02.2024**

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 06/2019 to 01/2024 by way of recasting with IMR "1" KwH on 06/2019 and FMR "12332" KwH on 01/2024.
- To withdraw the earlier revision was effect on 04.08.2023.

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- March-24.**

*Received 22.02.24*  
**B. NAIK**  
 Co-Opted Member  
 GRF, Bhawanipatna

*22.02.24*  
**K.K. PATTNAIK**  
 MEMBER (Fin.)

Member (Fin.)  
 GRF, Bhawanipatna

*22/02/24*  
**R. K. NAIK**  
 PRESIDENT  
 GRF, Bhawanipatna

Copy to: -

1. Sri Surendra Sahu, AT- Jorpada P.O- Bhawanipatna, Dist- Kalahandi, M No 63709-29652.
2. SDO Elect. 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**