



# 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/ 109<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. 224 /2023		
2	Complainant/s	Name & Address Sri Sambhu Singh, At-Irrigation Colony, P.O- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1407-0689	Contact No. 94328-63040
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		

*[Signature]*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
Co-Opted Member  
GRF, Bhawanipatna  
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*[Signature]*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

**Appeared:**

1. **For the Complainant** – Sri Sambhu Singh, At-Irrigation Colony, P.O- Bhawanipatna, Dist.- Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No I, Bhawanipatna, TPWODL.

**Complaint Case No. 224 /2023**

Sri Sambhu Singh,  
At-Irrigation Colony,  
P.O- Bhawanipatna,  
Dist.-Kalahandi.

Con. No. 9035-1407-0689

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sambhu Singh AT- Irrigation Colony main road. 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/ GP supply with CD of 1 KW having consumer No. 9035-1407-0689 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.

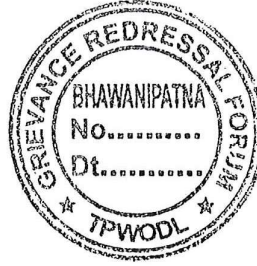
**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR
- 2) Billing Abstract from December 2021 to December 2023



- 3) Date of supply 05-Jun-2017
- 4) Category: LT/ GP
- 5) Connected Load 1 KW
- 6) Meter No- TWSP51035094
- 7) Installed on: 22.08.2023 with IMR: "0"
- 8) CMR: 227 Kwh
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect.No. I Bhawanipatna as follows:
  - Provisional bill was served to consumer from 04/2022 to 07/2023.



**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 provisional bill was served to consumer from 04/2022 to 07/2023.

**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 04/2022 to 07/2023 taking six-month average consumption of new meter (i.e. IMR "0" Kwh on 08/2023 and FMR "218" on 01/2024).

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- March-24.**

*22/02/24*  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRE, Bhawanipatna

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

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

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

Copy to: -

1. Sri Sambhu Singh, AT- Irrigation colony main road, P.O- Bhawanipatna Dist- Kalahandi.
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."