



## 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/ 168<sup>(5)</sup> Dated, the 30.03.2024

**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-53/2024		
2	Complainant/s	Name & Address Sri Sashikant Bag, Repr. for Sri Ramchandra Bag, At-Kaugopana, Po-Kuliamal, Dist- Kalahandi.	Consumer No 9036-1209-0469	Contact No. 89173-56199
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No II 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 _____ 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	25.01.2024		
9	Date of Order	30.03.2024		
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: Bhawanipatna  
Appeared:**

1. **For the Complainant** – Sri Sashikant Bag, Repr. for Sri Ramchandra Bag, At-Kaugopana, Po-Kuliamal, Dist- Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No II Bhawanipatna, TPWODL.

**Complaint Case No. BPT-53/2023**

Sri Sashikant Bag,  
Repr. for Sri Ramchandra Bag,  
At-Kaugopana,  
Po-Kuliamal,  
Dist- Kalahandi.

**COMPLAINANT**

**Con. No. 9036-1209-0469**

**-Versus-**

Sri Bijaya Kumar Mahapatra,  
SDO Elect. No II Bhawanipatna,  
TPWODL.

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sashikant Bag, Repr. By Ramchandra Bag, AT-Kaugopana, P.O- Kuliamal, 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.25.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no. **9036-1209-0469** under SDO Elect. No II, 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 II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Bill details from July 2011 to December 2023





- 3) Date of supply: 01.02.2011
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No- LW201159
- 7) Installed on: 22.03.2019 with IMR: "0"
- 8) CMR: 53 KwH on dtd. 01.02.2024 as per PVR of Meter No. TWSP51087404
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO, Elect, No-II, Bhawanipatna as follows:
  - A sum of "3629" units was charged in the month of 06/2023 due to suppress reading.

### 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 A sum of "3629" units was charged in the month of 06/2023.

### ORDER

30.03.2024

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 by the way of recasting from 03/2019 to 12/2023 with IMR "0" KwH on 03/2019 and FMR "6856" KwH on 11/2023, reversing the provisional adjustment already taken place. *by*

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- April-24.

*Notice 27/3/24*  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

Copy to: -

*[Signature]*  
**K.K. PATNAIK**  
MEMBER (Fin.)

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

1. Sri Sashikant Bag, Repr. By Ramchandra Bag, AT- Kaugopana, P O- Kuliamal Dist- Kalahandi
2. SDO Elect. No II, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**