



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

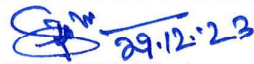
### BENCH:

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

Memo No. GRF/BPT/Order/ <sup>15)</sup> 203 Dated, the 29.12.2023

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

1	Case No.	Complaint Case No. 185 /2023		
2	Complainant/s	Name & Address Sri Sibram Goud, Repr. By Siba Bandichore, At-Karlapada, Po-Karlapada, P.S-Karlapada, Dist.-Kalahandi	Consumer No 9036-1306-0200	Contact No.
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) 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	22.11.2023		
9	Date of Order	29.12.2023		
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:**

**For the Complainant** – Sri Sibram Goud, Repr. By Siba Bandichore, At-Karlapada, Po-Karlapada, P.S-Karlapada, Dist.-Kalahandi.

**For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna.  
TPWODL

**Complaint Case No. 185/ 2023**

Sri Sibram Goud, Repr. By Siba Bandichore,  
At-Karlapada,  
Po-Karlapada,  
P.S-Karlapada,  
Dist.-Kalahandi. -  
**Con. No. 9036-1306-0200**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sibaram Goud, At: Karlapada, Po- Karlapada, 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 / meter mismatch of his LT/Dom supply with CD of 1 KW having consumer No. **9036-1306-0200** under SDO 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 No-II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from November-2002 to October-2023



- 2) PVR
- 3) Date of supply: 15/08/2002
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: TWSP51085844
- 7) Installed on: 10.11.2023
- 8) CMR: 09 Kwh on dtd. 28.11.2023
- 9) As per written version submitted by SDO No-II, Bhawanipatna as follows:
  - The average bill was served from August-2008 to July-2023 due to meter burnt.

### 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 submitted that the average bill was served from August-2008 to July-2023 due to meter burnt.

### ORDER 29.12.2023

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 May-2016 to May-2018 by taking six-month average consumption of new meter (i.e. 11/2023 to 04/2024).

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- May-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER

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

  
R.K. NAIK  
PRESIDENT

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

1. Sri Sibaram Goud, At: Karla pada, Po- Karla pada, Dist.- Kalahandi.
2. SDO 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**