



# 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 567<sup>(6)</sup>

Dated, the 30.09.2024

**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-348/2024																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Uddhab Mallick, Repr. By Sri Chintamani Mallick, At-Sargiguda, Po-Chheliamal, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	9036-1306-1368	63721-15759																								
3	Respondent/s	Name	Division																									
		Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.	Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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 <u></u>																		
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8	Date(s) of Hearing	23.08.2024																										
9	Date of Order	30.09.2024																										
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 4  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Bhawanipatna  
Appeared:**

1. **For the Complainant** – Sri Uddhab Mallick, Repr. By Sri Chintamani Mallick, At-Sargiguda, Po-Chheliamal, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-348/2024**

Sri Uddhab Mallick,  
Repr. By Sri Chintamani Mallick,  
At-Sargiguda, Po-Chheliamal,  
Ps-Sadar Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1306-1368**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Uddhab Mallick, Repr. By Sri Chintamani Mallick, At-Sargiguda, Po-Chheliamal, Ps-Sadar 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. 23.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9036-1306-1368** under SDO Elect. No. II, Bhawanipatna.
- 2) The excess bill has served in the month of September 2022.
- 3) 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: 06/09/2024

- 2) Bill details from January 2020 to July 2024  
3) Date of supply 24/01/2018  
4) Category: LT/Domestic  
5) Connected Load 0.50 KW  
6) Meter No – TPWODL1168755  
7) Installed on 26/01/2024 with IMR: "0"  
8) CMR: 243 Kwh as on 06/09/2024  
9) The meter status: Ok  
10) Facts of the complainant: Revision of bill



As written version submitted by SDO Elect. No. II, Bhawanipatna as follows:

- Bill of suppress reading was served to the consumer in the month of September 2022.

### **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 Bill of suppress reading was served to the consumer in the month of September 2022.

### **ORDER**

**30.09.2024**

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 recast the bill from 01/2018 to 09/2022 taking IMR "0" as on 01/2018 and FMR "9971" as on 09/2022.
- To revise the bill from 10/2022 to 04/2024 taking six-month average consumption of new meter install on 01/2024 with IMR "0" and FMR "194" as on 06/2024.

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-October-24**

  
**B. NAIK**  
Co-Opted Member  
GRI, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT  
**PRESIDENT**  
GRI, Bhawanipatna



Copy to:-

1. Sri Uddhab Mallick, Repr. By Sri Chintamani Mallick, At-Sargiguda, Po-Chheliamal, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. SDO Elect. No. II, Bhawanipatna. TPWODL
3. EE, KEED, Bhawanipatna, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”**