



**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/ 20<sup>(5)</sup>

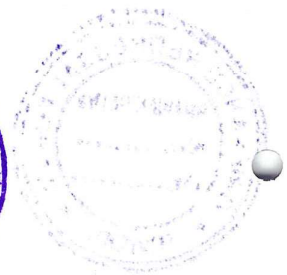
Dated, the 09.01.2024

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

1	Case No.	Complaint Case No. 187 /2023		
2	Complainant/s	Name & Address Smt. Tulabati Bewa, Repr. By Sri Susanta Bag, At-Paria, Po-Cheliamal, P.S-Karlapada, Dist.-Kalahandi.	Consumer No 9036-1307-0441	Contact No. 9777361398
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	09.01.2024		
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: Karlapada, Bhawanipatna

**Appeared:**

**For the Complainant** – Smt. Tulabati Bewa, Repr. By Sri Susanta Bag, At-Paria, Po-Cheliamal, P.S-Karla pada, Dist.-Kalahandi.

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

**Complaint Case No. 187/ 2023**

Smt. Tulabati Bewa, Repr. By Sri Susanta Bag,  
At-Paria,  
Po-Cheliamal,  
P.S-Karla pada,  
Dist.-Kalahandi. -  
**Con. No. 9036-1307-0441**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt Tulabati Bewa, At: Paria, Po- Cheliamal, 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 0.5 KW having consumer No. **9036-1307-0441** under SDO-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-II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) Billing abstract January-2020 to October-2023
- 2) PVR



- 3) Date of supply: 30/08/2019
- 4) Category: LT/ Dom
- 5) Connected Load: 0.5 KW
- 6) Meter No: TW02027182
- 7) CMR: 687 KwH on dtd. 30.11.2023
- 8) As per written version submitted by SDO-II, Bhawanipatna as follows:
  - The Average bill was served to the consumer from July-2023 to August-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 to the consumer from July-2023 to August-2023 due to meter burnt.
- As per billing data base FG, amount of Rs.12090.89 has been withdrawn from complainant account on dtd.12.10.2023.

#### ORDER 09.01.2024

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:

- As the revision of average bill has already been considered in the billing database, so no need to revise the bill.

The case is disposed of accordingly. Case is hereby dropped.

 09.01.24

K.K. PATTNAIK  
MEMBER (Fin.)

**MEMBER**

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

 09.01.24

R.K. NAIK  
PRESIDENT

**PRESIDENT**

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

1. Smt. Tulabati Bewa, At: Paria, Po- Cheliamal, Karlapada, Dist. Kalahandi.
2. SDO-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.”