



## 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/ 744<sup>th</sup>

Dated, the 30.11.2024

**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-361/2024																										
2	Complainant/s	Name & Address Sri Subash Chandra Naik, At/Po-Kalampur Mauli Mandir Pada, Ps-Kalampur, Dist.- Kalahandi.	Consumer No 9042-4405-0439	Contact No. 97779-39895																								
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.	Division Kalahandi West 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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	12.11.2024																										
9	Date of Order	30.11.2024																										
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: Kalampur**

**Appeared:**

1. **For the Complainant** – Sri Subash Chandra Naik, At/Po-Kalampur Mauli Mandir Pada, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

**Complaint Case No. BPT-361/2024**

Sri Subash Chandra Naik,  
At/Po-Kalampur Mauli Mandir Pada,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No. 9042-4405-0439**

**COMPLAINANT**

Sri Manoj Kumar Pattnaik,  
SDO Elect. Junagarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Subash Chandra Naik, At/Po-Kalampur (Mauli Mandir Pada), Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt. 12.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9042-4405-0439** under SDO Elect. Junagarh.
- 2) As complained by the complainant that excess bill was served in the month of 01/2014 and 09/2020 and 03/2024.
- 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. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 27/11/2024
- 2) Bill details from: 01/2013 to 10/2024
- 3) Date of supply: 12.01.2013



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWSP51183925
- 7) Installed on: 12.01.2013 with IMR: “0”
- 8) CMR: 535 Kwh as on 27/11/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
  - Consumer has dispute regarding average bill in between the month of 03/2024 and 07/2024.

#### **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 Consumer has dispute regarding average bill in between the month of 03/2024 and 07/2024.
- The meter was installed from the date of supply i.e 20.01.2013 to 07/2024. It seems that the meter reader has submitted the meter reading haphazardly as the meter reading for the month of 01/2014 is 1112 Kwh, 09/2020 is 963 Kwh and 03/2024 is 1977 Kwh.

#### **ORDER**

**30.11.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

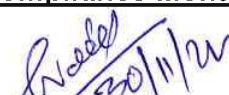
The OP is directed as follows:

- To recast the bill from 05/2013 to 03/2024 by taking IMR “0” Kwh on 05/2013 and FMR “11337” Kwh on 03/2024.
- To withdraw the bill revision done on 08.05.2024.
- To revise the bill from 06/2024 to 07/2024 by taking six-month average consumption of new meter installed on 19.08.2024.

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-February-25**

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

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

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



Copy to: -

1. Sri Subash Chandra Naik, At/Po-Kalampur (Mauli Mandir Pada), Ps- Kalampur, Dist- Kalahandi
2. SDO Elect. Junagarh. TPWODL
3. EE, KWED, 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.”**