



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

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

Memo No. GRF/BPT/Order/ 1007<sup>09</sup>

Dated, the 29.03.2025

**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-193/2025   |   |                            |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address<br>Sri Nabin Kumar Agrawal, At-Bazarpada,<br>Po-Dharamgarh, Ps-Dharamgarh, Dist.-<br>Kalahandi.  | Consumer No<br>9043-4101-0511                             | Contact No.<br>94398-12346 |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>Sri Balmakund Biswal,<br>SDO Elect. Dharamgarh, TPWODL.   | Division<br>Kalahandi West Electrical<br>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) - |  |  |
| 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                      | <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 |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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                                   | 20.03.2025  |   |                            |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 29.03.2025  |   |                            |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 10  | Order in favour of                                   | Complainant   | √   | Respondent                 |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 11  | Details of Compensation awarded, if any.             | Nil   |   | Others                     |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

**Appeared:**

1. **For the Complainant** – Sri Nabin Kumar Agrawal, At-Bazarpada, Po-Dharamgarh, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-193/2025**

Sri Nabin Kumar Agrawal,  
At-Bazarpada,  
Po-Dharamgarh,  
Ps-Dharamgarh,  
Dist.-Kalahandi.

**Con. No.9043-4101-0511**

**COMPLAINANT**

Sri Balmakund Biswal,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Nabin Kumar Agrawal, At- Bazarpada, Po-Dharamgarh, Ps-Dharamgarh, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 20.03.2025, 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- **9043-4101-0511** under SDO elect. Dharamgarh.
- 2) As complained by the complainant that excess units were billed in the month of 09/2022.
- 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. Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/03/2025
- 2) Bill details from: 04/2016 to 02/2025



- 3) Date of supply: 29/04/2016
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No –WLT022617
- 7) Installed on 01/04/2017: with IMR “0”
- 8) CMR: 17947 KWH on 28/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO elect. Dharamgarh as follows:
  - Billing was actual and 808 units billed on 11/2021 and 2679 units billed on 09/2022 and meter was installed on 01/04/2017 and billing is actual till now.

#### **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 Billing was actual and 808 units billed on 11/2021 and 2679 units billed on 09/2022 and meter was installed on 01/04/2017 and billing is actual till now.
- As per billing database the meter was installed in the month of 04/2017 which is continuing till today but the advance meter reading for the month of 09/2022 is 2289 units which seems to be suppressed meter reading.

#### **ORDER**

**29.03.2025**

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 04/2017 to 02/2025 by taking IMR “0” kwh on 04/2017 and FRM “17820” kwh on 02/2025, reversing the bill revision done on 02/12/2023.


The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **April-25** the opposite party after compliance otherwise it will be treated as non-compliance.

#### **Compliance Month-April-25**

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

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
GRF, Bhawanipatna  
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**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Nabin Kumar Agrawal, At- Bazarpada, Po-Dharamgarh, Ps- Dharamgarh, Dist- Kalahandi.
2. SDO Elect. Dharamgarh. 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."**

GRF BHAWANIPATNA