



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1063⁽³⁾

Dated, the 30.04.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-204/2025																										
2	Complainant/s	Name & Address Late Appal Mangaraj, Repr. By Smt Madhusmita Mangaraj, At-Badbasul, Po-Rahurhaldi, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4108-0189	Contact No. 70779-33984																								
3	Respondent/s	Name Sri Balmakund Biswal, SDO Elect. Dharamgarh, 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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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</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) <u>155</u>	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	22.04.2025																										
9	Date of Order	30.04.2025																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										

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** – Late Appal Mangaraj, Repr. By Smt Madhusmita Mangaraj, At-Badbasul, Po-Rahurahaldi, Ps-Dharamgarh, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.
- Complaint Case No. BPT-204/2025**

Late Appal Mangaraj,
Repr. By Smt Madhusmita Mangaraj,
At-Badbasul, Po-Rahurahaldi,
Ps-Dharamgarh,
Dist.-Kalahandi.

Con. No.9043-4108-0189

COMPLAINANT

Sri Balmakund Biswal,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Late Appala Mangaraj repr. by Madhusmita Mangaraj, At-Badbasul, Po-Rahurahaldi, Ps-Dharamgarh, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Dharamgarh on dt. 22.04.2025, 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- **9043-4108-0189** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant the average bill was issued during working in outside the state.
- 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: 22.04.2025
- 2) Bill details from: 06/2008 to 03/2025
- 3) Date of supply: 26-06-2008
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – TWSP51242257
- 7) Installed on: 22-01-2025 with IMR "0"
- 8) CMR: 2257 KWH on 22.04.2025
- 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 average Jan-2016 to May-2021 and meter was installed on Jun-2021 billing was average from Oct-2021 to Aug-2020., Again a new meter was installed on 22-01-2025 and billing is actual till now. After field verification it was found that the said premises was locked, and the line was disconnected from Jan-2016 to Dec-2020.

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 average Jan-2016 to May-2021 and meter was installed on Jun-2021 billing was average from Oct-2021 to Aug-2020., Again a new meter was installed on 22-01-2025 and billing is actual till now. After field verification it was found that the said premises was locked, and the line was disconnected from Jan-2016 to Dec-2020.
- As per billing database some bill was served in high consumption meter reading during the period from 06/2008 to 12/2015, which seems suppress meter reading, and the average bill was served from 01/2016 to 08/2022.

ORDER

30.04.2025

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 06/2008 to 12/2015 taking IMR "0" Kwh on 06/2008 and FMR "6875" Kwh on 12/2015.
- To withdraw the bill excluding the fixed charges from 01/2016 to 08/2022.


The case is disposed of accordingly.

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

Compliance Month-May-25


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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Late Appala Mangaraj repr. by Madhusmita Mangaraj, At- Badbasul, Po- Rahurahaldi, 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