



# 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/ 74250

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-482/2024  |   |                            |  |   |   |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Smt Namita Patra, Repr. By Sri Bibhuti Patra, At/Po-Khairipadar, Ps-Dharamgarh, Dist.-Kalahandi.   | Consumer No<br>9043-4203-0053                             | Contact No.<br>97779-10703 |  |   |   |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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 rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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) <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>                         |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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>  |  |  |   |                            |  |   |   |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 8  | Date(s) of Hearing                                   | 19.11.2024   |   |                            |  |   |   |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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.)

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Dharamgarh**

**Appeared:**

1. **For the Complainant** – Smt Namita Patra, Repr. By Sri Bibhuti Patra, At/Po- Khairpadar, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-482/2024**

Smt Namita Patra,  
Repr. By Sri Bibhuti Patra,  
At/Po-Khairpadar,  
Ps-Dharamgarh,  
Dist.-Kalahandi.

**Con. No.9043-4203-0053**

**COMPLAINANT**

Sri Balmakund Biswal,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Namita Patra, Repr. by Sri Bibhuti Patra, At/Po- Khairpadar, 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. 19.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.50 KW having consumer no- **9043-4203-0053** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant excess average bills were served.
- 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: 27/11/2024
- 2) Bill details from: 02/2001 to 10/2024
- 3) Date of supply: 31/12/1999
- 4) Category: LT/Domestic



- 5) Connected Load 1.50 KW
- 6) Meter No – 1021767
- 7) Installed on: 01/01/2014 with IMR: "0"
- 8) CMR: 12939 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. Dharamgarh as follows:
  - Billing was average from 08/2007 to 10/2013 and meter was installed on 01/01/2014 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 average from 08/2007 to 10/2013 and meter was installed on 01/01/2014 and billing is actual till now.

### **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 revise the bill from 12/2011 to 11/2013 by taking six-month average consumption of meter install on 12/2013 taking IMR "0" Kwh on 12/2013 and FMR "512" KWH on 05/2014.
- To recast the bill from 02/2017 to 07/2018 by taking IMR "3114" KWH on 02/2017 and FMR "4677" KWH on 07/2018.

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-December-24**

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

  
**K.K. PATTAIAK**  
MEMBER (Fin.)  
MEMBER

**Grievance Redressal Forum**  
TPWODL, Bhawanipatna  
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**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Smt. Namita Patra, Repr. by Sri Bibhuti Patra, At/Po- Khairpadar, 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