



## 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/ 632<sup>nd</sup>

Dated, the 28.10.2024

**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-373/2024																										
2	Complainant/s	Name & Address Sri Sameer Patra, At-Matia, Po-Tambachhada, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4203-0094	Contact No. 70081-35547																								
3	Respondent/s	Name Sri Gupta Prasad Tripathy, 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 &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	18.09.2024																										
9	Date of Order	28.10.2024																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

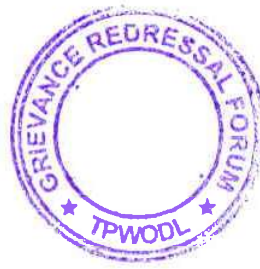
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Dharamgarh**

**Appeared:**

1. **For the Complainant** – Sri Sameer Patra, At-Matia, Po-Tambachhada, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-373/2024**

Sri Sameer Patra,  
At-Matia, Po-Tambachhada,  
Ps-Dharamgarh,  
Dist.-Kalahandi.

**Con. No. 9043-4203-0094**

**COMPLAINANT**

Sri Gupta Prasad Tripathy,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sameer Patra, AT- Matia, Po- Tambachhada, 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. 18.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.5 KW having consumer no- **9043-4203-0094** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that average bill was served from 03/2016 to 05/2022.
- 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 average 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: 03/10/2024
- 2) Bill details from February 2001 to August 2024
- 3) Date of supply 01/01/1990



- 4) Category: LT/Domestic
- 5) Connected Load 1.5 KW
- 6) Meter No – TWST51738943
- 7) Installed on 24/07/2024 with IMR: "0"
- 8) CMR: 186 Kwh as on 03/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
  - The consumer is complaining about bill revision during the average period from 03/2016 to 05/2024. The 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 submitted that the consumer is complaining about bill revision during the average period from 03/2016 to 06/2024. The billing is actual till now.
- As per billing database the provisional/average bill was served from 03/2016 to 05/2024, and the complainant was declared ghost in 4<sup>th</sup> phase dtd. 04.04.2023, reversal of credit ghost sundry effect on dtd. 28.02.2024.

### **ORDER**

**28.10.2024**

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 01/2022 to 06/2024 by taking six-month average consumption of new meter install on 24.07.2024.

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-January-25**

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

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

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



Copy to: -

1. Sri Sameer Patra, AT- Matia, Po- Tambachhada, Ps- Dharamgarh, Dist- Kalahandi
2. SDO Elect. Dharamgarh. TPWODL
3. EE, KWED, Bhawanipatna.
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.”**