



## 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/ 331<sup>(5)</sup> Dated, the 30.05.2024

**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-151/2024   |   |                            |
| 2  | Complainant/s                                | Name & Address<br>Lingraj Sunani, Repr. By Sri Tularam Sunani, At/Po-Tipiguda, Ps-Dharamgarh, Dist.-Kalahandi.  | Consumer No<br>9043-4208-0144                             | Contact No.<br>96685-58995 |
| 3  | Respondent/s                                 | Name<br>Sri Gupta Prasad Tripathy,<br>SDO Elect. Dharamgarh, TPWODL.  | Division<br>Kalahandi West Electrical<br>Division, TPWODL |                            |
| 4  | Date of Application                          |   |   |                            |
| 5  | In the matter of-                            | 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              | 1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause<br>3. OERC Conduct of Business) Regulations, 2004; Clause<br>4. Odisha Grid Code (OGC) Regulation, 2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause<br>6. Others |   |                            |
| 8  | Date(s) of Hearing                           | 19.03.2024  |   |                            |
| 9  | Date of Order                                | 30.05.2024  |   |                            |
| 10 | Order in favour of                           | Complainant   | Respondent  | ✓ Others                   |
| 11 | Details of Compensation awarded, if any.     | Nil   |   |                            |

*R.P.*  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

*30.05.24*  
**MEMBER (Fin.)**  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
**PRESIDENT**  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Dharamgarh  
Appeared:

1. **For the Complainant** – Lingraj Sunani, Repr. By Sri Tularam Sunani, At/Po- Tipiguda, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-151/2024**

Lingraj Sunani,  
Repr. By Sri Tularam Sunani,  
At/Po-Tipiguda,  
Ps-Dharamgarh,  
Dist.-Kalahandi.  
**Con. No.9043-4208-0144**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Late Lingaraj Sunani, Repr. By Sri Tularam Sunani, At/Po- Tipiguda, 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. 19.03.24, 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 **9043-4208-0144** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant abnormal bill was raised in the month of 06/2023.
- 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
- 2) Billing Abstract from March 2009 to March 2024
- 3) Date of supply 18/03/2009
- 4) Category: LT/ Domestic



- 5) Connected Load 1.5 KW
- 6) Meter No- 901162
- 7) Installed on 18/03/2009 with IMR.....
- 8) CMR: 16762 Kwh as o 14/05/2024
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Dharamgarh as follows:
  - The consumer is complaining about bill revision.

### 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 abnormal billing. The OP submitted that the consumer is complaining about bill revision.
- As per billing database 6814 units was billed in the month of June 2023, which seems suppress meter reading.

**ORDER**  
**30.05.2024**

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

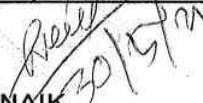
The OP is directed as follows:

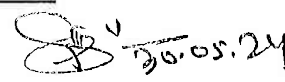
- To revise the bill by way of recasting from 10/2017 to 11/2023 taking IMR "6530" as on 10/2017 and FMR "16667" as on 11/2023.
- The complainant is directed to pay the balance arrear as per regulation 144 of OERC conditions of supply code,2019.


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- June -24.**

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

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

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

Copy to: -

1. Late Lingaraj Sunani, Repr. By Sri Tularam Sunani, At/Po- Tipiguda, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**