



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/ 8549 Dated, the 28.01.2025

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-06/2025																			
2	Complainant/s	Name & Address Sri Madhab Chandra Panigrahi, Repr. By Smt Soubhagya Panigrahi, At/Po-Sosia, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9043-4225-0104	Contact No. 8249-83415																	
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 rowspan="9">✓</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 & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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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6. Others																					
8	Date(s) of Hearing	09.01.2025																			
9	Date of Order	28.01.2025																			
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: Golamunda

Appeared:

1. **For the Complainant** – Sri Madhab Chandra Panigrahi, Repr. By Smt Soubhagya Panigrahi, At/Po-Sosia, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-06/2025

Sri Madhab Chandra Panigrahi,
Repr. By Smt Soubhagya Panigrahi,
At/Po-Sosia,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No.9043-4225-0104

COMPLAINANT

Sri Balmakund Biswal,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Madhab Chandra Panigrahi, Repr. by Smt Sobhagya Panigrahi, At/Po- Sosia, Ps- Golamunda, 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 Golamunda on dt. 09.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.50 KW having consumer no- **9043-4225-0104** under SDO Elect. Dharamgarh
- 2) As complained by the complainant abnormal bill was served during the period from 02/2011 to 11/2023.
- 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: 23/01/2025
- 2) Bill details from: 11/2001 to 12/2024
- 3) Date of supply: 31/07/2001
- 4) Category: LT/Domestic



- 5) Connected Load 1.50 KW
- 6) Meter No – TWNX514385
- 7) Installed on: 29/12/2023 with IMR "0"
- 8) CMR: 1410 Kwh AS ON 23/01/2025
- 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 from 10/2023 to 11/2023 and meter was installed on 29/12/2023 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 submitted that billing was average from 10/2023 to 11/2023 and meter was installed on 29/12/2023 and billing is actual till now.
- As per billing database some bill was raised in high consumption meter reading during the period from 02/2011 to 09/2023, which seems suppress meter reading. And average bill was served from 10/2023 to 11/2023 due to meter defective.

ORDER

28.01.2025

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 02/2011 to 09/2023 with IMR "0" Kwh on 02/2011 and FMR "23200" Kwh as on 09/2023.
- To revise the bill from 10/2023 to 11/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 12/2023 and FMR "647" Kwh on 05/2024).

The case is disposed of accordingly.

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

Compliance Month-February-25


B. NAIK

Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna



K.K. PATNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWOL, Bhawanipatna


R.K. NAIK

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Madhab Chandra Panigrahi, Repr. by Smt Sobhagya Panigrahi, At/Po- Sosia, Ps- Golamunda, 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.”