



## 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/ 671<sup>th</sup>

Dated, the 07.11.2024

**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-429/2024																										
2	Complainant/s	Name & Address Sri Balbir Agrawal, Repr. By Sri Tarachand Agrawal, At/Po-Kegaon, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4316-0001	Contact No. 97772-39730																								
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	22.10.2024																										
9	Date of Order	07.11.2024																										
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.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Golamunda**

**Appeared:**

1. **For the Complainant** – Sri Balbir Agrawal, Repr. By Sri Tarachand Agrawal, At/Po-Kegaon, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-429/2024**

Sri Balbir Agrawal,  
Repr. By Sri Tarachand Agrawal,  
At/Po-Kegaon,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9043-4316-0001**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Balbir Agrawal, Repr. by Sri Tarachand Agrawal, At/Po- Kegaon, Ps- Kegaon, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Golamunda on dt. 22.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 5 KW having consumer no-9043-4316-0001 under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the average bill was served from 12/2023 to 07/2024.
- 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: 29/10/2024



- 2) Bill details from: 02/2001 to 09/2024
- 3) Date of supply: 01/01/1990
- 4) Category: LT/General Purpose
- 5) Connected Load 5 KW
- 6) Meter No – TWST1717014
- 7) Installed on: 16/08//204 with IMR: "0"
- 8) CMR: 947 Kwh as on 29/10/2024
- 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 periods from 12/2023 to 07/2024. The billing is actual from 08/2024 to 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 periods from 12/2023 to 07/2024. The billing is actual from 08/2024 to till now.
- As per billing database the bill was served in average basis from 12/2023 to 07/2024.

#### **ORDER**

**07.11.2024**

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 12/2023 to 07/2024 by taking six-month average consumption of new meter install on 16/08/2024.

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- February-25**

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

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

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



Copy to: -

1. Sri Balbir Agrawal, Repr. by Sri Tarachand Agrawal, At/Po- Kegaon, Ps- Kegaon, Dist- Kalahandi. Mob. No- 97772-39730
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.”**