



# 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/ 855<sup>W</sup>

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-07/2025																										
2	Complainant/s	Name & Address Smt Jagyaseni Rana, Repr. By Sri Ghatu Rana, At/Po-Sinapali, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4317-0738	Contact No. 98278-01539																								
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>✓</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	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** – Smt Jagyaseni Rana, Repr. By Sri Ghatu Rana, At/Po-Sinapali, Ps-Kegaon, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.
- Complaint Case No. BPT-07/2025**

Smt Jagyaseni Rana,  
Repr. By Sri Ghatu Rana,  
At/Po-Sinapali,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No.9043-4317-0738**

**COMPLAINANT**

Sri Balmakund Biswal,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Jagyaseni Rana, Repr. by Sri Ghatu Rana, At/Po-Sinapali, 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. 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 0.50 KW having consumer no- **9043-4317-0738** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant abnormal bill was served in the month of 12/2023.
- 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: 08/2018 to 12/2024
- 3) Date of supply: 15/07/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – WLT134324



- 7) Installed on: 27/12/2023 with IMR "0"
- 8) CMR: 7899 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 08/2018 to 10/2021, and meter was installed on 27/12/2023 and billing is actual till now. 824 units billed on 12/2023.

### **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 08/2018 to 10/2021, and meter was installed on 27/12/2023 and billing is actual till now. 824 units billed on 12/2023.
- As per billing database the bill was served abnormal 824 units in the month of 12/2023. And bill revision towards delay meter updating was take in place, effect on dtd. 07.01.2024.

### **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 07/2018 to 12/2024 with IMR "0" Kwh on 07/2018 and FMR "7891" Kwh on 12/2024.
- To withdraw the earlier revision effect on 07/01/2024.

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

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



Copy to: -

1. Smt. Jagyaseni Rana, Repr. by Sri Ghatu Rana, At/Po- Sinapali, Ps- Kegaon, 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.”**