



## 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/ 364<sup>(5)</sup>

Dated, the 11.06.2024

**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-185/2024		
2	Complainant/s	Name & Address Sri Tabina Sunani, At-Karla, Po-Badchergaon, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4320-0221	Contact No. 89848-58992
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO Elect. Dharmagarh, TPWODL.	Division Kalahandi West Electrical 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) <u>155</u> 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 _____		
8	Date(s) of Hearing	09.04.2024		
9	Date of Order	11.06.2024		
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: Dharmagarh  
Appeared:**

1. **For the Complainant** – Sri Tabina Sunani, At-Karla, Po-Badchergaon, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharmagarh, TPWODL.

**Complaint Case No. BPT-185/2024**

Sri Tabina Sunani,  
At-Karla, Po-Badchergaon,  
Ps-Kegaon,  
Dist.-Kalahandi.  
**Con. No.9043-4320-0221**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Tabina Sunani, At- Karla, Po- Badchergaon, 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 Dharamgarh on dt. 09.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1.5 KW having consumer No. **9043-4320-0221** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant the bill was raised abnormal from 06/2021 onwards.
- 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 on date 06.05.2024
- 2) Billing Abstract from May 2009 to March 2024
- 3) Date of supply 17.01.2009
- 4) Category: LT/ Dom



- 5) Connected Load 1.5 KW
- 6) Meter No-WLT072539
- 7) Installed on 25.04.2018 with IMR: "5" Kwh
- 8) CMR: 3115 Kwh on dtd.06.05.2024
- 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 provisional bill was served from 08/2021 to 04/2024.
- As reported by ESO on dtd. 06.05.2024 during field verification the meter reading is 3115 Kwh, whereas as per billing database the bill was served in 6000 Kwh on 12/2021, which seems the bill was raised in table reading by the meter reader.
- As per billing database the bill revision towards delay meter updating for the period 04/2018 to 06/2022 has been taken into account, effect on dtd. 22.09.2022.

#### ORDER

11.06.2024

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 07/2022 to 04/2024 with IMR "1712" Kwh on 07/2022 and FMR "3115" Kwh on 05/2024.

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- July -24.**

*B. NAIK*  
11/6/24  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

*K.K. PATNAIK*  
11.06.24  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
**TPWODL, Bhawanipatna**

*R.K. NAIK*  
11/6/24  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Tabina Sunani, At- Karla, Po- Badchergaon, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."