



## 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/\_\_\_\_\_ Dated, the \_\_\_\_\_

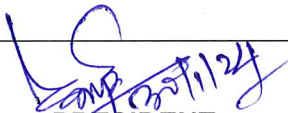
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 144 /2023		
2	Complainant/s	Name & Address Sri Karphula Bag, Repr By Bhupendra Bag At-Karla, P.O-Badchergeon, P.S-Kegeon, Dist.-Kalahandi.	Consumer No 9043-4320-0817	Contact No. 9692283363
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-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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		
		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	09.11.2023		
9	Date of Order	30.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
PRESIDENT  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Golamunda

**Appeared:**

1. **For the Complainant** – Sri Karphula Bag, Repr By Bhupendra Bag, At-Karla, P.O-Badchergeon, P.S-Kegeon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, TPWODL.

**Complaint Case No. 144/2023**

Sri Karphula Bag, Repr By Bhupendra Bag,  
At-Karla,  
P.O-Badchergeon,  
P.S-Kegeon  
Dist.-Kalahandi.  
Con. No. 9043-4320-0817

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLANT:**

The Complainant Sri Karphula Bag before the Forum during the camp court held at Golamunda on dt. 09/11/2023, aggrieved by high consumption recorded by meter. So, meter accuracy needs to be ascertained.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding high consumption recorded by meter. He requested to test the meter.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (SDO Dharamgarh) has submitted the following documents:

- a) A written Statement, stated that:
  - Bill was actual up to April-2022.
  - Billing was N-code on June-2022.
  - 10266 supress units billed on May-2023.
  - Old bill was revised on 03/10/2023 and Rs 5017.31 was credited.
- b) PVR Dtd. 21/11/2023 was submitted mentioning meter number LW666170 with CMR 13101 kwh.



## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Dharamgarh, the Forum observed that the consumer is being billed on average of 300 units per month for last five months i.e. after the month of May-2023 when suppress reading of 10266 units was billed. Subsequently suppress reading of 10266 units was re-casted and a credit sundry of Rs 5017.31 was given in the month of October-2023. However, keeping in view of consumer grievance, SDO (Elect.) Dharamgarh was directed to install a parallel meter in series with the existing meter to check the accuracy of the existing meter. Later on, SDO (Elect.) Dharamgarh had submitted a consumption comparison statement of existing and parallel meter, signed by ESO Golamunda, showing that a negligible difference between both the meter. So, the existing meter is functioning well.

**ORDER**  
**30.01.2024**

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

No need for revision of bill

Case is dropped.

 30.01.24

**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
**MEMBER**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Karphala Bag, At: Karla, Po: Badchergaon, Dist.- Kalahandi.
2. SDO(Elect.) Dharamgarh, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

 30.01.24

**R.K. NAIK**  
**PRESIDENT**  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

**“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.”**



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