



# 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/ 6819

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-431/2024																			
2	Complainant/s	Name & Address Sri Adal Pujhari, At/Po-Badchergaon, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4320-0881	Contact No. 81449-26633																	
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 rowspan="8">✓</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 &amp; 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 &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></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 Adal Pujhari, At/Po-Badchergaon, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-431/2024**

Sri Adal Pujhari,  
At/Po-Badchergaon,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9043-4320-0881**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Adal Pujhari, At/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 Golamunda on dt. 22.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.4 KW having consumer no-9043-4320-0881 under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the bill was raised in high consumption from 03/2018 to 04/2023.
- 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: 01/11/2024
- 2) Bill details from: 04/2018 to 05/2024
- 3) Date of supply: 18/03/2018



- 4) Category: LT/Domestic
- 5) Connected Load 0.4 KW
- 6) Meter No – 1866911
- 7) Installed on: 18/03/2018 with IMR: "0"
- 8) CMR: 4336 Kwh as on 01/11/2024
- 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 of previous bill of wrong billing periods from 04/2018 to till date as 3006 units billed on 04/2023.

#### **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 stated that the consumer is complaining about bill revision of previous bill of wrong billing periods from 04/2018 to till date as 3006 units billed on 04/2023.
- As per billing database some bill was raised with high consumption meter reading, which seems suppress meter reading. And the bill was generated in "X" code on 04/2024 & 05/2024, then no bill has generated. But as per report of SDO, Dharmagarh the meter status is OK, and the FMR is "4336" Kwh on 01.11.2024.

#### **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 recast the bill from 03/2018 to 11/2024 with IMR "0" Kwh on 03/2018 and FMR "4336" Kwh on 01.11.2024.
- To serve the bill to the complainant on actual basis.

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-December-24**

  
**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 Adal Pujhari, At/Po- Badchergaon, Ps- Kegaon, Dist- Kalahandi.
2. SDO Elect. Dharamgarh. TPWODL
3. EE, KWED, Bhawanipatna TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”**