



## 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/ 875<sup>9</sup> Dated, the 31.01.2025

**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-21/2025																										
2	Complainant/s	Name & Address Smt Kshir Naik, Repr. By Sri Kuna Kumar Naik, At/Po-Sargiguda, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-4116-0450	Contact No. 80188-51676																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, 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) -		
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>	3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																		
1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>																												
2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>																												
3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>																												
4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>																												
5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>																												
6. Others <u></u>																												
8	Date(s) of Hearing	15.01.2025																										
9	Date of Order	31.01.2025																										
10	Order in favour of	Complainant	√ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member for  
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Charbahal**  
**Appeared:**

1. **For the Complainant** – Smt Kshir Naik, Repr. By Sri Kuna Kumar Naik, At/Po-Sargiguda, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.  
**Complaint Case No. BPT-21/2025**

Smt Kshir Naik,  
Repr. By Sri Kuna Kumar Naik,  
At/Po-Sargiguda,  
Ps-Koksara,  
Dist.-Kalahandi.

**Con. No. 9044-4116-0450**

**COMPLAINANT**

Sri Deepak Kumar Behera,  
SDO Elect. Charbahal,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Kshir Naik Repr. by Sri Kuna Kumar Naik At/Po-Sargiguda, Ps- Koksara Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Charbahal on dt. 15.01.2025, 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- **9044-4116-0450** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the provisional bill was from 08/2022 to 06/2023.
- 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. Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/01/2025
- 2) Bill details from: 02/2017 to 12/2024
- 3) Date of supply: 20/02/2017

2/4



- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – TPWODL1027412
- 7) Installed on: 26/05/2022 with IMR "0"
- 8) CMR: 2835 Kwh as on 28/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
  - As per PVR the meter no. TPWODL1027412 is installed on consumer premises on date 26/05/2022 instead of 26/05/2023. Earlier bill revision effected on 20/12/2024 require to withdraw as meter was delay update.

### **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 as per PVR the meter no. TPWODL1027412 is installed on consumer premises on date 26/05/2022 instead of 26/05/2023.
- As per billing database the provisional bill was served from 06/2022 to 04/2023. And 1405 unit was billed in the month of 05/2023 for 7 months, i.e. from 11/2022 for the provisional bills with "MTR" code.  
For the same period defective period assessment was done and raised in the bill in 20.12.2024, which is wrong. The defective period assessment needs to be withdrawn.

### **ORDER**

**31.01.2025**

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 withdraw the earlier bill revision was effect on dtd.20.12.2024.

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.**

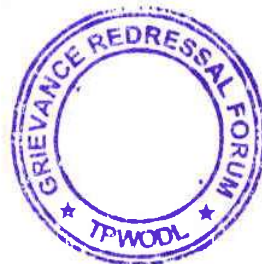
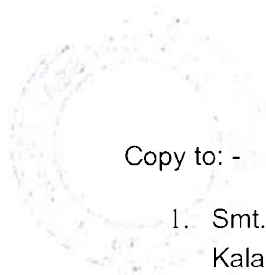
### **Compliance Month-February-25**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATTAIAK**  
MEMBER (Fin.)  
**MEMBER**

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

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



Copy to: -

1. Smt. Kshir Naik Repr. by Sri Kuna Kumar Naik At/Po- Sargiguda, Ps- Koksara Dist- Kalahandi.
2. SDO Elect. Charbahal. 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.”**

GRF BHAWANIPATNA