



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/ 10300 Dated, the 29.03.2025

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-122/2025																										
2	Complainant/s	Name & Address Sri Udenath Hans, At-Nuaguda, Po-Dahagaon, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-4116-0702	Contact No. 63729-59668																								
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 border="1"><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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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 border="1"><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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6. Others																												
8	Date(s) of Hearing	11.03.2025																										
9	Date of Order	29.03.2025																										
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 FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Charbahal
Appeared:

1. **For the Complainant** – Sri Udenath Hans, At-Nuaguda, Po-Dahagaon, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-122/2025

Sri Udenath Hans,
At-Nuaguda, Po-Dahagaon,
Ps-Koksara,
Dist.-Kalahandi.

Con. No. 9044-4116-0702

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Udenath Hans, At- Nuaguda, Po- Dahagaon, 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. 11.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- **9044-4116-0702** under SDO Elect. Charbahal.
- 2) As complained by the complainant that at the time of meter change the FMR was "1204" Kwh on dtd. 23.02.2024, whereas the bill was generated with wrong meter reading during the month of 08/2022 (i.e. "2650" Kwh)
- 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: 26/03/2025
- 2) Bill details from: 02/2022 to 02/2025
- 3) Date of supply:13/12/2019
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW



- 6) Meter No – TWB122460
- 7) Installed on: 23/02/2024 with IMR “0”
- 8) CMR: 648 KWH on 26/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - Consumer got 1650 unit of bill at a time in bill month 08/2022.

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 Consumer got 1650 unit of bill at a time in bill month 08/2022.
- As per billing database the bill was generated “2650” Kwh on 08/2022, whereas the meter change report appears that the old meter final reading on dtd.28.03.2024 was “1204” Kwh. And bill revision towards suppress bill recast from the period 12/2019 to 08/2022, effect on dtd. 23.11.2024.

ORDER

29.03.2025

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 for the period from 12/2019 to 08/2022, effect on dated 23/11/2024.
- To revise the bill for the month of 08/2022 by taking six-month average consumption of present meter (i.e. IMR “0” Kwh on 02/2024 and FMR “292” Kwh on 07/2024).

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by April-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-April-25

R. Naik
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. Pattnaik
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

R.K. Naik
R.K. NAIK
PRESIDENT
PRESIDENT

GRF, Bhawanipatna

Copy to:

1. Sri Udenath Hans, At- Nuaguda, Po- Dahagaon, 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.”