



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

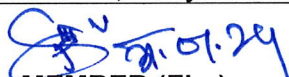
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

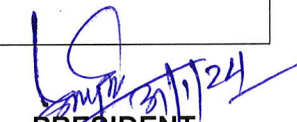
Memo No. GRF/BPT/Order/\_\_\_\_\_

Dated, the \_\_\_\_\_

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

1	Case No.	Complaint Case No. 167 /2023		
2	Complainant/s	Name & Address Sri Gangadhar Panda, At-Umer, P.O-Ranmal, P.S-Kalampur, Dist.-Kalahandi.	Consumer No 9044-4301-0164	Contact No. 97772-64779
3	Respondent/s	Name Sri Deepak Kumar Sahoo, SDO, Elect. Charbahal, 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) 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	16.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Badkutru

**Appeared:**

1. **For the Complainant** – Sri Gangadhar Panda, At-Umer, P.O-Ranmal, P.S-Kalampur, Dist.-Kalahandi
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO, Elect. Charbahal, TPWODL.

**Complaint Case No. 167/2023**

Sri Gangadhar Panda,  
At-Umer,  
P.O-Ranmal,  
P.S-Kalampur,  
Dist.-Kalahandi.  
Con. No. 9044-4301-0164

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Gangadhar Panda, At: Umer, Po- Ranmal, PS: Kalampur, Charbahal, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9044-4301-0164** under SDO Charbahal.
- 2) 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, Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from August-2002 to November-2023
- 2) PVR
- 3) Date of supply: 01/12/2001



- 4) Category: LT/ Dom  
5) Connected Load: 1.5 KW  
6) Meter No: TW02072756  
7) CMR: 1052 on dtd. 03.01.2024  
8) As per written version submitted by SDO Charbahal as follows:
- The consumer meter changed on 21.02.2023 and previously consumer getting average bill from 03/2021 to 01/2023.



**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 submitted that the consumer meter changed on 21.02.2023 and previously consumer getting average bill from 03/2021 to 01/2023.
- As per billing data base the provisional bill was raised from May/June-2018 to October/November-2020.

**ORDER**  
**31.01.2024**

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

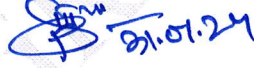
The OP is directed as follows:

- To revise the bill from May/June-2018 to October/November-2020 by taking six months average consumption of new meter (i.e. IMR "0" Kwh on 07/2023 and FMR "1077" Kwh on 12/2023)


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- February-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)

**Member (Fin.)**  
GRF, Bhawanipatna

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

Copy to:-

3. Sri Gangadhar Panda, At: Umer, Po- Ranmal, PS: Kalampur, Charbahal, Dist.- Kalahandi.
4. SDO Charbahal, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."**



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Member (1911)  
1911-1912