



## 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/ 765(4)

Dated, the 16.12.2024

**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-493/2024																									
2	Complainant/s	Name & Address Smt Kuni Nial, Repr. By Sri Jugal Nial, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9044-4301-0431	Contact No. 84568-69955																							
3	Respondent/s	Name Sri Deepak Kumar Behara, 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 rowspan="2">✓</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><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="2">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) -		
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	26.11.2024																									
9	Date of Order	16.12.2024																									
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: Badkutru**

**Appeared:**

1. **For the Complainant** – Smt Kuni Nial, Repr. By Sri Jugal Nial, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-493/2024**

Smt Kuni Nial,  
Repr. By Sri Jugal Nial,  
At-Bankapala,  
Po-Deypur,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No.9044-4301-0431**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Kuni Nial, Repr. by Sri Jugal Nial, At- Bankapala, Po-Deypur, Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted it during course of hearing at camp court at Badkutru on dt. 26.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.04 KW having consumer no- **9044-4301-0431** under SDO Elect. Charbahal.
- 2) As complained by the complainant that abnormal excess bill was served for 9000 units in the month of 09/2019.
- 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: 28/11/2024
- 2) Bill details from: 01/2015 to 10/2024



- 3) Date of supply: 27.01.2015
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – 7036377
- 7) Installed on: N/A
- 8) CMR: 2484 Kwh as on 28/11/2024
- 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 had charged 9000 unit at a time as a round complete status on bill month 09/2019.

#### **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 had charged 9000 unit at a time as a round complete status on bill month 09/2019.
- As per billing database the consumer was billed provisional/average/actual basis from the date of power supply (i.e. 01/2015), And, an unit of 9000 units was billed in the month of 09/2019, as remarked round complete.

#### **ORDER**

**16.12.2024**

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 01/2015 to 11/2024 with IMR "0" Kwh on 01/2015 and FMR "2484" Kwh on 11/2024.
- To serve the bill in actual basis from 11/2024 onwards.


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-January-25**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATTAIAK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

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



Copy to: -

1. Smt. Kuni Nial, Repr. by Sri Jugal Nial, At- Bankapala, Po- Deypur, Ps- Kalampur, 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.”**