



# 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/ 906<sup>(S)</sup> Dated, the 28.02.2025

**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-74/2025																										
2	Complainant/s	Name & Address Sri Abakash Naik, At-Bhairi, Po-Mingur, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9044-4301-0474	Contact No. 95560-52812																								
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) -		
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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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6. Others																												
8	Date(s) of Hearing	14.02.2025																										
9	Date of Order	28.02.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

**CO-OPTED MEMBER**  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

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

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



**Place of Hearing: Badkutru**

**Appeared:**

1. **For the Complainant** – Sri Abakash Naik, At-Bhairi, Po-Mingur, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-74/2025**

Sri Abakash Naik,  
At-Bhairi, Po-Mingur,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No. 9044-4301-0474**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Abakash Naik, At- Bhairi, Po- Mingur, Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Badkutru on dt. 14.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- **9044-4301-0474** under SDO Elect. Charbahal
- 2) As complained by the complainant that excess average bill were served during meter stopped period.
- 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: 14/02/2025
- 2) Bill details from: 07/2016 to 01/2025
- 3) Date of supply: 21/07/2016
- 4) Category: LT/Domestic
- 5) Connected Load 1.5 KW



- 6) Meter No – TWST1794887
- 7) Installed on: 08/08/2024 with IMR "0"
- 8) CMR: 155 KWH on 17/02/2025
- 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 average bill from 07/2022 to 06/2024.

#### **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 average bill from 07/2022 to 06/2024.
- As per billing database excess average bill was served in the month of 11/2022 and 12/2023,

#### **ORDER**

**28.02.2025**

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 revise the bill from 08/2022 to 07/2024 by taking six-month average consumption of meter installed on 08.08.2024 with IMR "0" Kwh on 08/2024 and FMR "147" Kwh on 01/2025.

The case is disposed of accordingly.

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

#### **Compliance Month-March-25**

**B. NAIK**  
Co-Opted Member

**K.K. PATNAIK**  
MEMBER (Fin.)

**R.K. NAIK**  
PRESIDENT

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

1. Sri Abakash Naik, At- Bhairi, Po- Mingur, Ps- Kalampur, Dist- Kalahandi.
2. SDO Elect. Charbahal, 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."