



# 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/ 298<sup>(5)</sup> Dated, the 14.05.2024

**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-155/2024		
2	Complainant/s	Name & Address Sri Rajendra Kumar Pradhan, At/Po-Koksara, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-5208-0278	Contact No. 70089-34828
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) <u>155</u> 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	20.03.2024		
9	Date of Order	14.05.2024		
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: Chilguda**

**Appeared:**

1. **For the Complainant** – Sri Rajendra Kumar Pradhan, At/Po-Koksara, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-155/2024**

Sri Rajendra Kumar Pradhan,  
At/Po-Koksara,  
Ps-Koksara,  
Dist.-Kalahandi.  
**Con. No.9044-5208-0278**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Rajendra Kumar Pradhan At/Po- Koksara, 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 Chilguda on dt. 20.03.24, 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. **9044-5208-0278** under SDO Elect. Charbahal.
- 2) As complained by the complainant abnormal bill was raised in 04/23 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 abnormal 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
- 2) Billing Abstract from
- 3) Date of supply 18/05/2009
- 4) Category: LT/ Dom



- 5) Connected Load 1.50 KW
- 6) Meter No- TPWODL1167830
- 7) Installed 02/06/2023 with IMR 0
- 8) CMR 3811 Kwh as on 11/04/2024
- 9) Meter Status: Ok
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
  - The average bill was served from 07/2022 to 04/2023.

#### 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 average billing. The OP submitted that the average bill was served from 07/2022 to 04/2023.
- As per billing database the bill has served on actual basis.

**ORDER**  
**14.05.2024**


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:

- As the bill has served on actual basis in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

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

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

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

Copy to: -

1. Sri Rajendra Kumar Pradhan At/Po- Koksara, 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.”**