



# 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/ 9449

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-91/2025																										
2	Complainant/s	Name & Address Sri Ghenu Das, Repr. By Sri Chaitanya Das, At-Kendudungri, Po-Baradonga, Ps- Ampani, Dist.-Kalahandi.	Consumer No 9044-5212-0309	Contact No. 63704-80994																								
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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8	Date(s) of Hearing	19.02.2025																										
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

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (FIN)  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Charbahal**  
**Appeared:**

1. **For the Complainant** – Sri Ghenu Das, Repr. By Sri Chaitanya Das, At-Kendudungri, Po-Baradonga, Ps-Ampani, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-91/2025**

Sri Ghenu Das,  
Repr. By Sri Chaitanya Das,  
At-Kendudungri, Po-Baradonga,  
Ps-Ampani,  
Dist.-Kalahandi.

**Con. No. 9044-5212-0309**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ghenu Das, Repr. by Sri Chaitanya Das, At- Kendudugri, Po-Baradunga, Ps- Ampani, 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. 19.02.2025, 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- **9044-5212-0309** under SDO Elect. Charbahal.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 03/2009.
- 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: 01/03/2025
- 2) Bill details from: 11/2001 to 01/2025
- 3) Date of supply: 02/10/2001
- 4) Category: LT/Domestic
- 5) Connected Load 1.5 KW



- 6) Meter No – TWSP51012447
- 7) Installed on: 22/07/2023 with IMR “0”
- 8) CMR: 2550 KWH on 01/03/2025
- 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 8950 units of bill at a time in bill month 03/2009 and 1105 units at a time in 07/2007 bill month.

#### **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 8950 units of bill at a time in bill month 03/2009 and 1105 units at a time in 07/2007 bill month.
- As per billing database the meter was change during 03/2009 & the IMR was “8952” Kwh at the time of installation on meter, but the bill was raised if 8950 units during the month.

#### **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 recast the bill from 03/2009 to 02/2016 by taking IMR “8952” Kwh on 03/2009 and FMR “14431” Kwh on 02/2016.

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**

**Co-Opted Member**  
**GRF, Bhawanipatna**

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

**MEMBER (FIN)**  
**GRF, Bhawanipatna**

**R.K. NAIK**  
**PRESIDENT**

**GRF, Bhawanipatna**

Copy to:

1. Sri Ghenu Das, Repr. by Sri Chaitanya Das, At- Kendudugri, Po- Baradunga, Ps- Ampani, Dist- Kalahandi.
2. SDO Elect. Charbahal TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.