



## 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/ 667<sup>CS</sup>

Dated, the 07.11.2024

**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-357/2024																										
2	Complainant/s	Name & Address Smt Haramati Majhi, Repr. By Sri Deepak Ranjan Majhi, At/Po-Agren, Ps-Komna, Dist.-Nuapada.	Consumer No 9060-0101-2221	Contact No. 93375-43431																								
3	Respondent/s	Name Sri Akshaya Samal JFM, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.	Division Nuapada 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) <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>																		
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8	Date(s) of Hearing	28.08.2024																										
9	Date of Order	07.11.2024																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil	Others																									

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

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

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Komna**

**Appeared:**

1. **For the Complainant** – Smt Haramati Majhi, Repr. By Sri Deepak Ranjan Majhi, At/Po-Agren, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Samal JFM, Repr. For Sri S. D. Parida, EE, NED, Nuapada, TPWODL.

**Complaint Case No. BPT-357/2024**

Smt Haramati Majhi,  
Repr. By Sri Deepak Ranjan Majhi,  
At/Po-Agren,  
Ps-Komna,  
Dist.-Nuapada.

**Con. No. 9060-0101-2221**

**COMPLAINANT**

Sri Akshaya Samal JFM,  
Repr. For Sri S. D. Parida,  
EE, NED, Nuapada, TPWODL

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer, Smt. Haramati Majhi, Repr. by Sri Deepak Ranjan Majhi, At/Po- Agren, Ps- Komna, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Komna on dt. 28.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 3. KW having consumer no- **9060-0101-2221** under EE, NED, Nuapada.
- 2) As complained by the complainant that the provisional bill was served from 05/2016 to 10/2023.
- 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 provisional bill.



#### SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR: N/A
- 2) Bill details from July 2016 to August 2024
- 3) Date of supply 20/05/2016
- 4) Category: LT/Irrigation Pumping and agriculture
- 5) Connected Load 3 KW
- 6) Meter No – WUV03603 (As per FG data), 10027271 (On site)
- 7) Installed on: No meter Changed
- 8) CMR: N/A
- 9) The meter status:
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED, Nuapada as follows:
  - The consumer is complained for an actual bill as per his actual meter reading. As per FG database, meter number is WUV03603 and as per the meter photo provided by the officer RCM, meter number is 10027271 actually installed on site.
  - The meter was installed in the consumer premises on dt. 29/11/2022. However, the meter vide number is 10027271 was reflected in consumer no- **9060-0101-2222** of Madan Majhi. This is mismatched case.

#### 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 has complained for an actual bill as per his actual meter reading. As per FG database, meter number is WUV03603 and as per the meter photo provided by the officer RCM, meter number is 10027271 actually installed on site.
- The meter was installed in the consumer premises on dt. 29/11/2022. However, the meter vide number is 10027271 was reflected in consumer no- **9060-0101-2222** of Madan Majhi. This is mismatched case.
- As email forwarded by the JM (Finance) on dtd. 07.11.2024 that the Meter no. 10027271 has updated in database against consumer no. **9060-0101-2221**. And the meter reading on dtd. 06.11.2024 the Kwh is "3366.9 & KVah is "4151.24" & MD KVa is "0".
- As per billing database the provisional bill was served from 05/2016 to 10/2023, and the bill was raised in "X" code from 11/2023 to 09/2024. And the SD amount was adjusted against arrear, effect on dtd. 22.03.2024.



**ORDER**  
**07.11.2024**

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 reconnect the power supply immediately to the consumer premises after receiving the reconnection fees as appropriate.
- To serve the bill on actual basis from 11/2024 onwards.
- To verify the connected load and demand the security amount as appropriate.
- To recast the bill from 11/2022 to 11/2024 with IMR "0" Kwh on 11/2022 and FMR "3367" Kwh on 11/2024.
- To revise the bill from 11/2020 to 10/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 11/2022 and FMR "3367" Kwh on 11/2024).
- The complainant is directed to pay the balance arrear bill and SD amount as per regulation 144 & 52 of conditions of supply code, 2019 of OERC.

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- December-24**

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

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

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

Copy to: -

1. Smt. Haramati Majhi, Repr. by Sri Deepak Ranjan Majhi, At/Po- Agren, Ps- Komna, Dist- Nuapada.
2. EE, NED, Nuapada, 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."