



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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### BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/

174<sup>(5)</sup>

Dated, the

30.03.2024

**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-48/2024		
2	Complainant/s	Name & Address Sri Harishchandra Dandasena, At-Nandigaon, Po-Ghantiguda, Ps-Sinapali, Dist-Nuapada.	Consumer No 9060-0101-5272	Contact No. 97773-59726
3	Respondent/s	Name Sri Akshya Kumar Samal i/c A.M(F&C), Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.	Division Nuapada 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) 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		
8	Date(s) of Hearing	24.01.2024		
9	Date of Order	30.03.2024		
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: Khariar

**Appeared:**

1. **For the Complainant** – Sri Harishchandra Dandasena, At-Nanadigon, Po-Ghantiguda, Ps-Sinapali, Dist-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal i/c A.M(F&C), Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

**Complaint Case No. BPT-48/2024**

Sri Harishchandra Dandasena,  
At-Nandigaon,  
Po-Ghantiguda,  
Ps-Sinapali,  
Dist-Nuapada.

Con. No. 9060-0101-5272

**COMPLAINT**

Sri Akshya Kumar Samal i/c A.M(F&C),  
Repr. for Sri Sambit Kumar Nanda,  
EE, NED, Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Harishchandra Dandasena AT- Nandigaon. P.O- Ghantiguda Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar on dt.24.01.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 4 KW having consumer No. **9060-0101-5272** under EE NED, Nuapada.
- 2) 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/average 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
2. Bill details from February 2021 to December 2023



3. Date of supply 04.02.2021
4. Category: LT/ Irrigation
5. Connected Load 4 KW
6. Meter No- 10056031
7. Installed on: 04.12.2023 with IMR: "0"
8. CMR: 456 KwH as on 09.02.2024
9. Facts of the complainant: Revision of bill
10. As written version submitted by EE NED, Nuapada as follows:
  - The provisional/average bill was served from 02/2021 to 11/2023.

**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 excess billing. The OP stated that the provisional/average bill was served from 02/2021 to 11/2023.

**ORDER**  
**30.03.2024**

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 revise the bill from 12/2021 to 11/2023 by taking 1-year average consumption of present meter installed on dtd. 04.12.2023.


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  
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 Harishchandra Dandasena, AT- Nandigaon, P.O- Ghantiguda, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."