



# 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/ 141(5)

Dated, the 19.03.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

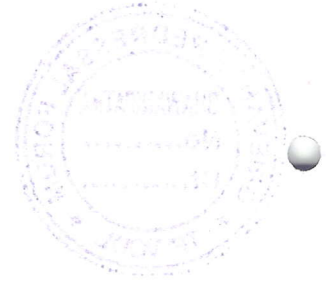
1	Case No.	Complaint Case No. BPT-36/2024		
2	Complainant/s	Name & Address Sri Anandram Sahu, At-Bhainsadarha, Po-Kendubahal, Ps-Dharambandha, Dist- Nuapada.	Consumer No 9060-0101-5504	Contact No. 63725-99913
3	Respondent/s	Name Sri Akshya Kumar Samal i/c A.M(F&C), Repr. For Sri Sambit Kumar Nanda, EE NED, Nuapada, TPWODL.	Division Nuapada Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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	19.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
19/3/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]*  
19.03.24  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
19/3/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Nuapada

**Appeared:**

1. **For the Complainant** – Sri Anandram Sahu, At-Bhainsadarha, Po-Kendubahal, Ps-Dharambandha, 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-36/2024**

Sri Anandram Sahu,  
At-Bhainsadarha,  
Po-Kendubahal,  
Ps-Dharambandha,  
Dist-Nuapada.

Con. No. **9060-0101-5504**

**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 Anandram Sahu AT- Bhainsadarha, P.O- Kendubahal, Ps-Dharambandha, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt.19.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 3 KW having consumer No. **9060-0101-5504** 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 withdraw the wrong 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) Billing Abstract from March 2021 to January 2024
- 3) Date of supply 04-Mar-2018

- 4) Category: LT/ IRRIGATION PUMPING AND AGGRICULTURE  
 5) Connected Load: 3 KW  
 6) Meter No- TPU018190  
 7) Installed on: 08.04.2022 IMR: "0"  
 8) CMR: 11074 Kwh  
 9) Facts of the complainant: Revision of bill  
 10) As written version submitted by EE, NED, Nuapada as follows:

- The date of supply as per database is wrong whereas the agreement is executed on dtd. 04.03.2021.

**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 date of supply as per database is wrong whereas the agreement is executed on dtd. 04.03.2021.
- As per billing database a bill revision towards defective period bill revision from Mar-18 to Jan-22 has effect on dtd. 07.11.2023 & 24.11.2023
- As per billing database the meter was installed on the complainant premises on dtd. 18.02.2022.

**ORDER**  
**19.03.2024**

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 withdraw the bill from 03/2018 to 02/2021. *if any raised*
- To withdraw the bill revision towards defective period bill revision from MAR-18 to JAN-22 has effect on dtd. 07.11.2023 & 24.11.2023.
- To revise the bill by way of recasting with IMR "0" Kwh on 02/2022 and FMR "11074" Kwh on 01/2024.
- To revise the bill from 03/2021 to 02/2022 by taking average consumption of present meter with IMR "0" Kwh on 03/2022 and FMR "11789" Kwh on 02/2024.

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- April-24.**

B. NAIK  
 Co-Opted Member

Co-Opted Member  
 GRF, Bhawanipatna

K.K. PATTNAIK  
 MEMBER (Fin.)

MEMBER

R.K. NAIK  
 PRESIDENT

PRESIDENT  
 GRF, Bhawanipatna

Grievance Redressal Forum  
 TPWODL, Bhawanipatna



Copy to: -

1. Sri Anandram Sahu AT- Bhainsadarha , P.O- Kendubahal 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.”**

GRIEVANCE REDRESSAL FORUM  
BHAWANIPATNA