



# 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 501(6) Dated, the 31.08.2024

**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-309/2024																										
2	Complainant/s	Name & Address Sri Sallim Mahammad, Repr. By Sri Sheikh Sakil, At-Gadramunda, Po-Chindaguda, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-2102-0507	Contact No. 80932-83031																								
3	Respondent/s	Name Sri Nanda Kumar Nag, SDO Elect. Khariar, 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	25.07.2024																										
9	Date of Order	31.08.2024																										
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 Sallim Mahammad, Repr. By Sri Sheikh Sakil, At-Gadramunda, Po-Chindaguda, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-309/2024**

Sri Sallim Mahammad,  
Repr. By Sri Sheikh Sakil,  
At-Gadramunda,  
Po-Chindaguda, Ps-Khariar,  
Dist.-Nuapada.

**Con. No. 9061-2102-0507**

**COMPLAINANT**

Sri Nanda Kumar Nag,  
SDO Elect. Khariar,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sallim Mahammad, Repr. by Sri Sheik Sakil, AT-Gadramunda, Po- Chindaguda, Ps- Khariar, Dist- Nuapada 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. 25.07.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.50 KW having consumer no- **9061-2102-0507** under SDO Elect. Khariar.
- 2) As complained by the complainant that the provisional/average bill was served during the period from 07/2015 to 12/2019.
- 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/average bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29/07/2024
- 2) Bill details from March 2001 to June 2024
- 3) Date of supply 01/01/1990



- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No – LW506057
- 7) Installed on 01/01/2020 with IMR: "0"
- 8) CMR: 2026 Kwh as on 29/07/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
  - The consumer complaining about the high amount of billing during the period of construction of house from January 2018 to January 2022.
  - The consumption load is very low whereas bill is being served in provisional basic due to defective meter for the period from 01/2018 to 12/2019 and later on during the month of January 2020 a new meter is install.

#### **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 complaining about the high amount of billing during the period of construction of house from 01/2018 to 01/2022.
- The consumption load is very low whereas bill is being served in provisional basic due to defective meter for the period from 01/2018 to 12/2019 and later during the month of 01/2020 a new meter is install.

#### **ORDER**

**31.08.2024**

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 01/2018 to 12/2019 by taking six months average consumption of present IMR "0" Kwh on 01/2020 and FMR "12" Kwh on 06/2020.

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-September-24**

  
**B. NAIK**  
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 Sallim Mahammad, Repr. by Sri Sheik Sakil, AT- Gadramunda, Po- Chindaguda, Ps- Khariar, Dist- Nuapada
2. SDO Elect. Khariar. TPWODL.
3. EE, NED, Nuapada.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”**