



## 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/ 185<sup>(S)</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-47/2024		
2	Complainant/s	Name & Address Sri Govind Agarwal (Shree Shyam Complex in front of Patjoshi Filling Station), At/Po-Khariar, Dist- Nuapada.	Consumer No 9061-2105-0311	Contact No. 94379-24028
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-	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) <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>		
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 Govind Agarwal (Shree Shyam Complex in front of Patjoshi Filling Station), At/Po-Khariar, Dist- Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.  
**Complaint Case No. BPT-47/2023**

Sri Govind Agarwal  
(Shree Shyam Complex  
in front of Patjoshi Filling Station),  
At/Po-Khariar,  
Dist- Nuapada.  
Con. No. 9061-2105-0311

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Govinda Agarwal (Shree Shyam Complex in front of Patjoshi filing Station) AT/ P.O- 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.24.01.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ General Purpose supply with CD of 2.5 KW having consumer no.9061-2105-0311 under SDO Elect. Khariar.
- 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 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





- 2) Bill details from March 2016 to December 2023
- 3) Date of supply: 22.03.2016
- 4) Category: LT/ General Purpose
- 5) Connected Load: 2.5 KW
- 6) Meter No- TW02074905
- 7) Installed on: 05.04.2023 with IMR: "0"
- 8) CMR: 388 Kwh as on 31.01.2024
- 9) Facts of the complainant: Revision of bill

As written version submitted by SDO Elect. Khariar as follows:

- The consumer asserted that not having power supply from December 2021 to February 2023.
- Not having any official documentation for disconnection of P/s.

**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 withdraw the bill from 06.2021 to 03.2023 due to disconnection of power supply. The OP stated that the consumer asserted that not having power supply from December 2021 to February 2023. And, Not having any official documentation for disconnection of P/s.
- As per billing database the actual bill was served to the complainant till 05/2021 with FMR "9311" Kwh. And provisional bill was raised from 06/2021 to 03/2023.

**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 06/2021 to 03/2023 by taking average six months consumption of present meter (i.e. IMR "120" on 10/2023 and FMR "492" Kwh on 03/2024.

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  
GRF, Bhawanipatna

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

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



Copy to: -

1. Sri Govinda Agarwal (In front of Joshi filling station), AT/P.O- Khariar, Dist- Nuapada.
2. SDO Elect. Khariar, 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.”**

GRF BHAWANIPATNA