



# 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/ 267<sup>CS</sup>

Dated, the 22.04.2024

**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-63/2024		
2	Complainant/s	Name & Address Sri Budu Meher, C/O-General Manager, District Industrial Center Office, At/Po- Kariar, Near Block Colony, Dist.- Nuapada.	Consumer No 9061-2110-0532	Contact No.
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) 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	07.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nii		

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 Budu Meher, C/O-General Manager, District industrial Center Office, At/Po-Kariar Block Colony, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-63/2024**

Sri Budu Meher,  
C/O-General Manager, District industrial Center Office,  
At/Po-Kariar Near Block Colony,  
Dist.-Nuapada.  
Con. No.9061-2110-0532

COMPLAINANT

Sri Nanda Kumar Nag,  
SDO Elect. Khariar  
TPWODL.

-Versus-

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Budu Meher, C/O-General Manager, District Industrial Center Office, At/PO- 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. 07.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 2.5 KW having consumer No **9061-2110-0532** 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.
- 3) As complained by the complainant the provisional/average bill was served during various period.

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 dtd. 15.04.2024
- 2) Billing Abstract from March 2001 to January 2024
- 3) Date of supply: 01-Jan-1990



- 4) Category: LT/ GP
- 5) Connected Load: 2.5 KW
- 6) Meter No: WLT099875
- 7) Installed on: 12/2017 with IMR: "0"
- 8) CMR: 384 KwH
- 9) Meter Status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
  - The average bill was served to consumer from 03/2001 to 11/2003, 09/2013 to 12/2014 & 12/2015 to 11/2017.
  - As PVR submitted by AoC, Khariar-I, during the site verification it is found that consumer using meter no is- WLT7099875 and the CMR is 384 KwH on dtd. 15.04.2024 and the meter has found OK.
  - The consumer has not availed the power supply.

**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 revise of his average billing. The OP submitted that the average bill was served to consumer from 03/2001 to 11/2003, 09/2013 to 12/2014 & 12/2015 to 11/2017.

**ORDER**  
**22.04.2024**

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 12/2015 to 11/2017 by taking six-month average consumption of the meter was installed on 12/2017 (i.e. IMR "0" KwH on 12/2017 and FMR "76" on 05/2018).

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- May-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 Budu Meher, C/O- General Maneger, Distric Industrial Center Office, At/PO-Khariaar Near Black Colony, Dist-Nuapada.
2. SDO Elect. Khariaar, 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