



# 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))

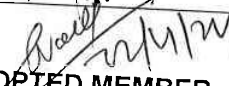
Memo No. GRF/BPT/Order/ 249<sup>(S)</sup>


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-61/2024		
2	Complainant/s	Name & Address Sri Balmat Tandi, At-Samser Padar, Po-Duajhar, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-3217-0083	Contact No. 91788-21237
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	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.	Nil	<input checked="" type="checkbox"/>	

  
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 Balmat Tandi, At-Samser Padar, Po-Duajhar, Ps-Khariar, Dist.-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-61/2024**

Sri Balmat Tandi,  
At-Samser Padar,  
Po-Duajhar,  
Ps-Khariar,  
Dist.-Nuapada.  
Con. No.9061-3217-0083

COMPLAINT

-Versus-

Sri Nanda Kumar Nag,  
SDO Elect. Khariar  
TPWODL.

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Balmat Tandi At- Samser Padar PO- Duajhar, 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/ DOM supply with CD of 1 KW having consumer No 9061-3217-0083 under SDO Elect. Khariar.
- 2) As complained by the complainant the bill was generated since long in his name though the village had no electrified.
- 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 excess 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) Billing Abstract from August 2006 to January 2024
- 3) Date of supply 12-Jun-2006
- 4) Category: LT/ DOM
- 5) Connected Load: 1 KW
- 6) Meter No: LW577189



- 7) Installed on: 02.09.2020 with IMR: "0"
- 8) CMR: NA
- 9) Facts of the complainant: Already revised for settlement of suppress reading.
- 10) As written version submitted by SDO Elect. Khariar. as follows:
  - The consumer bill has been revised from date of install of meter and Rs.4326.97.

**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 bill has been revised from date of install of meter and Rs.4326.97.
- As per billing database the bill revision for the period from 10/2020 to 12/2023 towards bill revision of delay meter updating has been considered effect on dtd. 07.02.2024.
- More over neither consumer could able to produce any received copy of complain register with Discom regarding non-electrification/ non-availability of power supply, nor department submitted any Such certificate regarding non-availability of power supply. Also, consumer was billed on actual basis for the said period.

**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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

  
**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 Balmat Tandi, At- Samser Padar, PO- Duajhar, 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."