



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 494<sup>(6)</sup> 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-313/2024																										
2	Complainant/s	Name & Address Sri Ujal Rana, Repr. By Sri Muna Rana, At/Po-Mandosil, Ps-Khariar, Dist.- Nuapada.	Consumer No 9061-3306-0124	Contact No. 98275-22456																								
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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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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 Ujal Rana, Repr. By Sri Muna Rana, At/Po-Mandosil, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-313/2024**

Sri Ujal Rana,  
Repr. By Sri Muna Rana,  
At/Po-Mandosil,  
Ps-Khariar,  
Dist.-Nuapada.

**Con. No. 9061-3306-0124**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ujal Rana, Repr. by Sri Muna Rana, AT/Po- Mandosil, 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 KW having consumer no- **9061-3306-0124** under SDO Elect. Khariar.
- 2) As complained by the complainant the abnormal bill was raised during the period from 04/2005 to 08/2009.
- 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 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: 02/08/2024
- 2) Bill details from April 2005 to June 2024
- 3) Date of supply 13/04/2005
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – 8168955
- 7) Installed on November 2013 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Khariar as follows:
  - The consumer complaining about high amount of bill during the month of May 2009 to august 2009 @26892.06 per month.
  - As per observation due to punching of run meter reading with meter no. 1973158A provisional bill were generated @26892.06. per month which was treated rectify at 1324 units ("0" code reading rectification) during the month of august 2009.

#### **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 high amount of bill during the month of May 2009 to august 2009 @26892.06 per month.
- As per observation due to punching of run meter reading with meter no. 1973158 A provisional bill were generated @26892.06 per month which is treated rectify at 1324 units ("0" code reading rectification) during the month of august 2009.

#### **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 by way of recasting from 04/2005 to 08/2009 with IMR "0" Kwh on 04/2005 and FMR "1324" Kwh on August 2009.

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

Co-Opted Member  
GRF, Bhawanipatna

**K.K. PATTNAIK**  
MEMBER (Fin.)

Grievance Redressal Forum  
**TPWODL, Bhawanipatna**

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Ujal Rana, Repr. by Sri Muna Rana, AT/ Po- Mandosil, 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."**