



# 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/ 639<sup>(6)</sup>

Dated, the 28.10.2024

## 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-403/2024																		
2	Complainant/s	Name & Address Sri Pruthiraj Majhi, At-Kandamunda, Po-Jharbandh, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3406-1154	Contact No. 78539-07477																
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></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></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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6. Others																				
8	Date(s) of Hearing	26.09.2024																		
9	Date of Order	28.10.2024																		
10	Order in favour of	Complainant <input checked="" type="checkbox"/> Respondent <input type="checkbox"/> Others <input type="checkbox"/>																		
11	Details of Compensation awarded, if any.	Nil																		

CO- OPTED MEMBER  
Co-Opted Member  
GRF, Bhanuipatna

MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhanuipatna

PRESIDENT  
PRESIDENT  
GRF, Bhanuipatna



**Place of Hearing: Sinapali**  
**Appeared:**

1. **For the Complainant** – Sri Pruthiraj Majhi, At-Kandamunda, Po-Jharbandh, Ps-Sinapali, Dist.-Nuapada.
  2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.
- Complaint Case No. BPT-403/2024**

Sri Pruthiraj Majhi,  
At-Kandamunda,  
Po-Jharbandh,  
Ps-Sinapali,  
Dist.-Nuapada.

**Con. No. 9061-3406-1154**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Pruthiraj Majhi, At- Kandamunda, Po- Jharbandh, Ps-Sinapali, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Sinapali on dt. 26.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.25 KW having consumer no-**9061-3406-1154** under SDO Elect. Khariar.
- 2) As complaint by the complainant that abnormal bill was raised in the month of 08/2023.
- 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: 09/10/2024
- 2) Bill details from: 04/2019 to 08/ 2024
- 3) Date of supply: 24/04/2019
- 4) Category: LT/Domestic
- 5) Connected Load: 0.25 KW



- 6) Meter No – A2020145
- 7) Installed on: 26/05/2019 with IMR: "0"
- 8) CMR: 2823 Kwh as on 09/10/2024
- 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 high meter reading with the meter no- A2020145 during the month of 08/2023 at 2580 unit billed for 1427 unit seems to be suppress meter reading.

### **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 high meter reading with the meter no- A2020145 during the month of 08/2023 at 2580 unit billed for 1427 unit seems to be suppress meter reading.

### **ORDER**

**28.10.2024**

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 recast the bill from 01/2022 to 08/2023 with IMR "758" Kwh on 01/2022 and FMR "2580" Kwh on 08/2023.

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-November-24**

**B. NAIK**  
Co-Opted Member  
CRF, Bhawanipatna

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

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

Copy to: -

1. Sri Pruthiraj Majhi, At- Kandamunda, Po- Jharbandh, Ps- Sinapali, Dist- Nuapada. Mob. No- 78539-07477
2. SDO Elect. Khariar. TPWODL
3. EE, NED, Nuapada, TPWODL.
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."**