



**GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA**  
PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

**BENCH:**

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

Memo No. GRF/BPT/Order/ 176<sup>(5)</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-30/2024		
2	Complainant/s	Name & Address Sri Akura Naik, At-Kandamunda, Po-Jharband, Ps-Sinapali, Dist-Nuapada.	Consumer No 9061-3411-1091	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) <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	18.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any,	Nil		

*[Signature]*  
CO- OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]*  
MEMBER (Fin.)  
**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
PRESIDENT  
**PRESIDENT**  
GRF, Bhawanipatna



Place of Hearing: Sinapali

**Appeared:**

1. For the Complainant – Sri Akura Naik, At-Kandamunda, Po-Jharband, Ps-Sinapali, Dist-Nuapada.
2. For the Respondent – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-30/2024**

Sri Akura Naik,  
At-Kandamunda,  
Po-Jharband,  
Ps-Sinapali,  
Dist-Nuapada.  
Con. No. 9061-3411-1091

**COMPLAINT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Akura Naik, At- Kandamunda, Po- Jharband, 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.18.01.24, 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 9061-3411-1091 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 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 December 2015 to December 2023
- 3) Date of supply 27-Dec-2015
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW



- 6) Meter No- TWNX509587
- 7) Installed on: 04.12.2023 with IMR: "0"
- 8) CMR: 227 Kwh
- 9) Facts of the complainant: Defective period assessment required
- 10) As written version submitted by SDO Elect. Khariar. as follows:
  - The consumer was billed on average basis from 09/2022 to 10/2023 due to defective meter.

### 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 was billed on average basis from 09/2022 to 10/2023 due to defective meter.
- As per billing data base the average bill was served from 09/2022 to 11/2023.

### **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 09/2022 to 11/2023 by taking six-month average consumption of present meter installed on 04.12.2023.

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- June-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 Akura Naik, At- Kandamunda, Po- Jharband, Ps- Sinapali, Dist-Nuapada. Mob No- 80184-49782
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."**