



## 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/ 178<sup>(5)</sup> Dated, the 30-03-2024

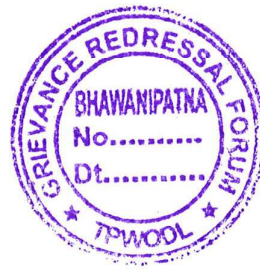
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-32/2024		
2	Complainant/s	Name & Address Sri Anand Meher, At/Po-Hatibandha, Ps-Sinapali, Dist-Nuapada.	Consumer No 9061-3418-0352	Contact No. 96688-03232
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 <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	18.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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 Anand Meher, At/Po-Hatibandha, Ps-Sinapali, Dist-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-32/2024**

Sri Anand Meher,  
At/Po-Hatibandha,  
Ps-Sinapali,  
Dist-Nuapada.

**Con. No. 9061-3418-0352**

**COMPLAINT**

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

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Anand Meher, At/Po- Hatibandha, 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 5 KW having consumer No **9061-3418-0352** 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:

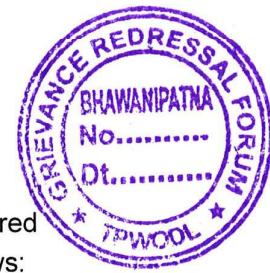
To revise the excess bill.

**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 May 20171 to December 2023
- 3) Date of supply 08-Jan-2006
- 4) Category: LT/ DOM
- 5) Connected Load 5 KW
- 6) Meter No- TWNX321348
- 7) Installed on: 27.01.2024 with IMR: "0"





- 8) CMR: 30 KwH on dtd. 31.01.2024  
9) Facts of the complainant: Defective period assessment required  
10) As written version submitted by SDO Elect. Khariar. as follows:
- The provisional bill was served to consumer from 11/2017 to 12/2023.

**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 provisional bill was served to consumer from 11/2017 to 12/2023.

**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 10/2021 to 12/2023 taking six-month average consumption of new meter installed on 27.01.2024.

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- August-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 Anand Meher, At/Po- Hatibandha, Ps- Sinapali, Dist-Nuapada. Mob No- 96688-03232.
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.”**