



# 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/ 8430

Dated, the 27.01.2025

**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-506/2024																									
2	Complainant/s	Name & Address Smt Tina Bag, Repr. By Sri Madan Bag, At/Po-Ghantiguda, Ps-Sinapali, Dist.- Nuapada.	Consumer No 9061-3419-0154	Contact No. 91789-02320																							
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 rowspan="2">✓</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><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	12.12.2024																									
9	Date of Order	27.01.2025																									
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: Sinapali

**Appeared:**

1. **For the Complainant** – Smt Tina Bag, Repr. By Sri Madan Bag, At/Po-Ghantiguda, Ps-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

**Complaint Case No. BPT-506/2024**

Smt Tina Bag,  
Repr. By Sri Madan Bag,  
At/Po-Ghantiguda,  
Ps-Sinapali,  
Dist.-Nuapada.

**Con. No. 9061-3419-0154**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Tina Bag, Repr. by Sri Madan Bag, At/Po- Ghantguda, 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. 12.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.04 KW having consumer no- **9061-3419-0154** under SDO Elect. Khariar.
- 2) As complained by the complainant that the provisional/average bill was served from 01/2021 to 01/2024.
- 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) Consumer Complaint Redressal Form: 21/12/2024
- 2) Bill details from: 02/2011 to 11/2024



- 3) Date of supply: 28/02/2010
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWB124601
- 7) Installed on: 08/03/2024 with IMR: "0"
- 8) CMR: 681 Kwh as on 27/12/2024
- 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 about the unexpected high bill during the month of 11/2022. But it was fact the suppress units taken in to billing fold at FMR-3442 unit billed for 3142 unit may be revised from the date of installation of meter from Nov-2020 to Nov-2021 for slab benefit to the consumer and the defective period of bill from July-2022 to Jan-2024 is revised for Credit Rs. 4778.84 on Dt-24/12/2024.

#### **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 the unexpected high bill during the month of 11/2022. But it was fact the suppress units taken in to billing fold at FMR-3442 unit billed for 3142 unit may be revised from the date of installation of meter from Nov-2020 to Nov-2021 for slab benefit to the consumer and the defective period of bill from July-2022 to Jan-2024 is revised for Credit Rs. 4778.84 on Dt-24/12/2024.
- As per billing database some abnormal bill was served from 10/2020 to 05/2022, which seems suppress meter reading. And the bill revision towards defective period assessment was take in place from 07/2022 to 01/2024, effect on dtd. 24.12.2024.

#### **ORDER**

**27.01.2025**

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 10/2020 to 05/2022 with IMR "0" Kwh on 10/2020 and FMR "3562" Kwh on 05/2022.

The case is disposed of accordingly.



Compliance report must be submitted to the Forum by February-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

**Compliance Month- February-25**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
**MEMBER**

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

Copy to: -

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

1. Smt. Tina Bag, Repr. by Sri Madan Bag, At/Po- Ghantguda, Ps -Sinapali, 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."**