



# 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/ 686

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-404/2024																									
2	Complainant/s	Name & Address Smt Padukadevi Sahu, Repr. By Sri Santosh Kumar Sahu, At-Baigapada, Po-Chatiguda, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3421-0130	Contact No. 97775-28188																							
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"><input checked="" type="checkbox"/></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>15. Others (Specify) -</td><td></td><td></td></tr></table>			1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	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, Bhawanipatna

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

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Sinapali  
Appeared:

1. **For the Complainant** – Smt Padukadevi Sahu, Repr. By Sri Santosh Kumar Sahu, At-Baigapada, Po-Chatiguda, Ps-Sinapali, Dist.-Nuapada.
  2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.
- Complaint Case No. BPT-404/2024**

Smt Padukadevi Sahu,  
Repr. By Sri Santosh Kumar Sahu,  
At-Baigapada, Po-Chatiguda,  
Ps-Sinapali,  
Dist.-Nuapada.

**Con. No. 9061-3421-0130**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Padukabedi Sahu repr. by Sri Santosh Kumar Sahu, At- Baigapada, Po- Chatiguda, 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 0.04 KW having consumer no-**9061-3421-0130** under SDO Elect. Khariar.
- 2) As complain by the complainant that the provisional/average bill was served most of the period from 08/2014 to 09/2024.
- 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.

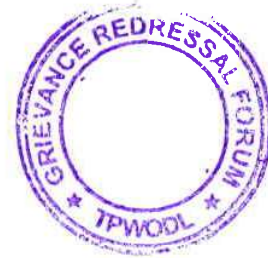
The complainant has prayed for:

To revise the provisional/average 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 11/2014 to 09/2024
- 3) Date of supply 22/08/2014
- 4) Category: LT/Domestic



- 5) Connected Load 0.04 KW
- 6) Meter No – TWSP51045847
- 7) Installed on 05/09/2023 with IMR: "0"
- 8) CMR: 614 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- 6508534 during the month of 07/2021 at 2570 unit billed for 2278 unit seems to be suppress unit may be revise from the date of installation of old meter 22/08/2014.

#### 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- 6508534 during the month of 07/2021 at 2570 unit billed for 2278 unit seems to be suppress unit may be revise from the date of installation of old meter 22/08/2014.
- As per billing database the bill revision towards defective period assessment and delay meter updating was take in place for the period from 03/2017 to 11/2019, 01/2020 to 01/2022 & 12/2022 to 08/2013, effected on dtd.24.05.2024, 20.02.2022 & 14.03.2024 respectively.

#### 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:

- As the bill was already revised for the various periods. So, the bill no need to further revision.

The case is disposed of accordingly. Case is dropped.

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

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

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

Copy to: -

1. Smt. Padukabedi Sahu repr. by Sri Santosh Kumar Sahu, At- Baigapada, Po- Chatiguda, Ps- Sinapali, 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."