



## 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/ 146<sup>(5)</sup>

Dated, the 19.03.2024

**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-37/2024		
2	Complainant/s	Name & Address Sri Jagatram Chhatra, At-Chhellilendi, Po-Kotenchuan, Ps-Nuapada, Dist- Nuapada.	Consumer No 9062-3101-0255	Contact No. 63709-40131
3	Respondent/s	Name Sri Abinash Biswal, SDO Elect. Nuapada, 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 <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	19.01.2024		
9	Date of Order	19.03.2024		
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: Nuapada

**Appeared:**

1. **For the Complainant** – Sri Jagatram Chhatria, At-Chhellilendi, Po-Kotenchuan, Ps-Nuapada, Dist-Nuapada.
2. **For the Respondent** – Sri Abinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-37/2024**

Sri Jagatram Chhatria,  
At-Chhellilendi,  
Po-Kotenchuan,  
Ps-Nuapada,  
Dist-Nuapada.

Con. No. **9062-3101-0255**

**COMPLAINT**

Sri Abinash Biswal  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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

The complainant consumer Sri Jagatram Chhatria AT- Chhellilendi, P.O- Kotenchuan, Ps-Nuapada Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt.19.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.5 KW having consumer No. **9062-3101-0255** under SDO Elect. Nuapada.
- 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from March 2001 to December 2023
- 3) Date of supply 01-Jan-1990
- 4) Category: LT/ Dom

- 5) Connected Load 0.5 KW
- 6) Meter No- LW180978
- 7) Installed on: 17.03.2019 with IMR: "1" KwH
- 8) CMR: 5157 KwH on dtd. 05.02.2024.
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Nuapada as follows:
  - Average/Provisional bill was served to consumer from 03/2001 to 07/2002, 05/2005 to 06/2019 & 03/2021 to 05/2023.

### 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 stated that the provisional bill was served to consumer from 04/2022 to 07/2023.

### **ORDER**

**19.03.2024**

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 05/2013 to 04/2015 by taking six-month average consumption of present meter (i.e. IMR "1" KwH on 03/2019 and FMR "932" on 08/2019).

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- April-24.**

*Recd*  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

*19.03.24*  
K.K. PATNAIK  
MEMBER (Fin.)

**MEMBER**

**Grievance Redressal Forum  
TPWODL, Bhawanipatna**

*19.03.24*  
R.K. NAIK  
PRESIDENT

**PRESIDENT  
GRF, Bhawanipatna**

Copy to: -

1. Sri Jagatram Chhatra AT- Chhllilendi, P.O- Kotenchuan, Ps-Nuapada Dist- Nuapada.
2. SDO Elect. Nuapada, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."