



## 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/ 849<sup>th</sup>

Dated, the 28.01.2025

**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-522/2024																			
2	Complainant/s	Name & Address Sri Paramanand Majhi, Repr. By Sri Pitambar Majhi, At-Chhelendi, Po-Kotenchuan, Ps-Nuapada, Dist.-Nuapada.	Consumer No 9062-3101-2176	Contact No. 63709-68229																	
3	Respondent/s	Name Sri Abhinash Biswal, SDO Elect. Nuapada, 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="9">✓</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></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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	17.12.2024																			
9	Date of Order	28.01.2025																			
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: Nuapada**  
**Appeared:**

1. **For the Complainant** – Sri Paramanand Majhi, Repr. By Sri Pitambar Majhi, At-Chhelendi, Po-Kotenchuan, Ps-Nuapada, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-522/2024**

Sri Paramanand Majhi,  
Repr. By Sri Pitambar Majhi,  
At-Chhelendi, Po-Kotenchuan,  
Ps-Nuapada,  
Dist.-Nuapada.

**Con. No. 9062-3101-2176**

**COMPLAINANT**

Sri Abhinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Paramananda Majhi, Repr. by Sri Pitambar Majhi AT-Chhelendi, Po- Katenchuan, 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. 17.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9062-3101-2176** under SDO Elect. Nuapada
- 2) As complained by the complainant that excess bill was claimed during the month of 08/2022 to 03/2024.
- 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. Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complainant Redressal Form: 07/01/2025
- 2) Bill details from: 12/2020 to 12/2024



- 3) Date of supply: 10/08/2020
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – TWNX319262
- 7) Installed on: 10/04/2024 with IMR: "0"
- 8) CMR: 441 Kwh as on 07/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - As per verification, the old meter has recorded abnormal reading for the period from 08/2022 to 02/2024. Then after meter was changed and bill has been generated normal as per the actual consumption.

### **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 as per verification, the old meter has recorded abnormal reading for the period from 08/2022 to 02/2024. Then after meter was changed and bill has been generated normal as per the actual consumption.
- As per billing database abnormal bill was served in high consumption meter reading in "U" code and DPS was levied from 02/2023 to 03/2023.

### **ORDER**

**28.01.2025**

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 revise the bill from 08/2022 to 03/2024 by taking IMR "0" Kwh on 04/2024 and FMR "309" Kwh on 09/2024.
- To withdraw the DPS from 02/2023 to 03/2023 as the category of the complainant is domestic.

The case is disposed of accordingly.

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

### **Compliance Month-February-25**

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

  
**K.K. PATTAIAK**  
MEMBER (Fin.)  
MEMBER

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

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



Copy to: -

1. Sri Paramananda Majhi, Repr. by Sri Pitambar Majhi AT- Chhelendi, Po- Katenchuan, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**