



## 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/ 456<sup>CA</sup> Dated, the 31.07.2024

**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-265/2024		
2	Complainant/s	Name & Address Sri Pawan Kumar Halwai, Repr. By Sri Susanta Kumar Halwai, At-Udyanbandh, Po-Kureswar, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3205-0531	Contact No. 96680-26794
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-	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) 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		
8	Date(s) of Hearing	20.06.2024		
9	Date of Order	31.07.2024		
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 Pawan Kumar Halwai, Repr. By Sri Susanta Kumar Halwai, At-Udyanbandh, Po-Kureswar, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-265/2024**

Sri Pawan Kumar Halwai,  
Repr. By Sri Susanta Kumar Halwai,  
At-Udyanbandh,  
Po-Kureswar, Ps-Komna,  
Dist.-Nuapada.

**Con. No. 9062-3205-0531**

**COMPLAINANT**

Sri Abhinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Pawan Kumar Halwai, Repr. by Sri Susanta Kumar Halwai, AT- Udyanbandh, Po-Kureswar, Ps- Komna, 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. 20.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1 KW having consumer no- **9062-3205-0531** under SDO Elect. Nuapada.
- 2) As complained by the complainant the provisional/average bill was raised from 08/2011 to 05/2016.
- 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) PVR: 06/07/2024
- 2) Bill details from May 2001 to May 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – 30003226
- 7) Installed on 12/11/2022 with IMR: “0”
- 8) CMR: 13126 Kwh as on 06/07/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - As the average bill was served for the period 08/11 to 05/16.

### 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 as the average bill was served for the period 08/11 to 05/16.

### ORDER 31.07.2024

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 June-July/2014 to April-May/2016 by taking six months average consumption with IMR “70” Kwh on 07/2016 and FMR “300” Kwh on 12/2016.

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 Pawan Kumar Halwai, Repr. by Sri Susanta Kumar Halwai, AT- Udyanbandh, Po- Kureswar, Ps- Komna, Dist- Nuapada
2. SDO Elect. Nuapada, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**