



## 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/ 376<sup>(5)</sup> Dated, the 11.06.2024

**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-204/2024		
2	Complainant/s	Name & Address Sri Ramananda Dalpati, At/Po-Tikrapada, Ps-Komna, Dist.-Nuapada.	Consumer No 9062-3215-0568	Contact No. 84570-21215
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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 _____ 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	25.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]* 11.06.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]* 11/6/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Nuapada**

**Appeared:**

1. **For the Complainant** – Sri Ramananda Dalpati, At/Po-Tikrapada, Ps-Komna, Dist.- Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-204/2024**

Sri Ramananda Dalpati,  
At/Po-Tikrapada,  
Ps-Komna,  
Dist.-Nuapada.  
**Con. No.9062-3215-0568**

**COMPLAINANT**

Sri Abhinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ramananda Dalpati, At- Tikrapada, P.O- Tikrapada, 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.25.04.24 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 3 KW having consumer No. **9062-3215-0568** under SDO Elect. Nuapada.
- 2) As complained by the complainant the provisional bill was raised during the disconnection period since 2015.
- 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
- 2) Billing Abstract from March 2001 to April 2024
- 3) Date of supply: 01/02/2000
- 4) Category: LT/ Dom
- 5) Connected Load 3 KW



- 6) Meter No- LW2875321
- 7) Installed on: 26/02/2020 with IMR: "335"
- 8) CMR: 326 Kwh
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect.Nuapada.as follows:
  - The suppressed reading has been imposed in the bill for the period 7/2020 to 7/2023.

### 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 provisional billing. The OP submitted that the suppressed reading has been imposed in the bill for the period 7/2020 to 7/2023.
- As per billing database bill revision towards delay meter updating has been considered for the period 02/2020 to 08/2022 was effect on dtd. 27.07.2023, which seems to be wrong period.

### ORDER 11.06.2024

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 by way of recasting from 07/2020 to 07/2023 with IMF "0" Kwh on 07/2020 and FMR "1730" Kwh on 07/2023.
- To withdraw the earlier bill revision was effect on dtd. 27.07.2023.

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- July-24.**

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

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

  
R.K. NAIK  
PRESIDENT  
PRESIDENT

Copy to: -

1. Sri Ramananda Dalpati, At- Tikrapada, P.O- Tikrapada, Ps- Komna 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**