



## 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/ 852<sup>9</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-523/2024																										
2	Complainant/s	Name & Address Sri Sashi Bhusan Hati, At-Kalimati, Po-Nuagaon, Ps-Komna, Dist.- Nuapada.	Consumer No 9062-3301-0111	Contact No. 77510-77955																								
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>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></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 colspan="3">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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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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 Sashi Bhusan Hati, At-Kalimati, Po-Nuagaon, Ps-Komna, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhinash Biswal, SDO Elect. Nuapada, TPWODL.

**Complaint Case No. BPT-523/2024**

Sri Sashi Bhusan Hati,  
At-Kalimati,  
Po-Nuagaon,  
Ps-Komna,  
Dist.-Nuapada.

**Con. No. 9062-3301-0111**

**COMPLAINANT**

Sri Abhinash Biswal,  
SDO Elect. Nuapada,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sashibhusan Hati, AT- Kalimati, Po- Nuagaon, 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. 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- **9062-3301-0111** under SDO Elect. Nuapada.
- 2) As complained by the complainant that abnormal bill was raised in the month of 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 complaint Redressal Form: 10/01/2025
- 2) Bill details from:03/2005 to 11/2024



- 3) Date of supply: 13/07/2004
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – TW020882358
- 7) Installed on: 18/03/2024 with IMR: "0"
- 8) CMR: 3470 Kwh as on 10/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Nuapada as follows:
  - The consumption of the meter is to be re-casted from the date of installation of meter i.e. 18/03/2024.

### **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 consumption of the meter is to be re-casted from the date of installation of meter i.e. 18/03/2024.
- As per billing database a new meter was changed on dtd.18.03.2024, whereas the abnormal bill was generated of 1571 units and 375 units in the month of 03/2024 and 04/2024 respectively.

### **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 03/2024 & 04/2024 by taking 6 months average consumption of present meter (i.e. IMR "1940" Kwh in 05/2024 and FMR "3186" Kwh in 10/2024).

The case is disposed of accordingly.

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

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

**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 Sashibhusan Hati, AT- Kalimati, Po- Nuagaon, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**