



# 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/ 851<sup>(u)</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-486/2024																										
2	Complainant/s	Name & Address Sri Kanheyala Jain, At/Po-Khariar Road Ward No-10, Ps-Khariar Road, Dist.- Nuapada.	Consumer No 9063-3101-0551	Contact No. 99370-66637																								
3	Respondent/s	Name Sri Akshaya Kumar Samal JFM, Repr. For Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.	Division Nuapada Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <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	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	20.11.2024																										
9	Date of Order	28.01.2024																										
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 Kanheyalal Jain, At/Po-Kharia Road Ward No-10, Ps-Kharia Road, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal JFM, Repr. For Sri Pradipta Kumar Khillar, SDO Elect. Kharia Road, TPWODL.

**Complaint Case No. BPT-486/2024**

Sri Kanheyalal Jain,  
At/Po-Kharia Road Ward No-10,  
Ps-Kharia Road,  
Dist.-Nuapada.

**Con. No. 9063-3101-0551**

**COMPLAINANT**

Sri Akshaya Kumar Samal JFM,  
Repr. For Sri Pradipta Kumar Khillar,  
SDO Elect. Kharia Road,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Kanheyalal Jain, At/Po- Kharia Road, Ps- Kharia Road, 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. 20.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 4.50 KW having consumer no- **9063-3101-0551** under SDO Elect. Kharia Road
- 2) As complained by the complainant excess bill was served in the month of May 2024 and October 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. Kharia Road) in its counter reply and course of hearing submitted as follows:



- 1) PVR: 30/11/2024
- 2) Bill details from: 11/2022 to 10/2024
- 3) Date of supply: 15/11/2022
- 4) Category: LT/Domestic
- 5) Connected Load 4.50 KW
- 6) Meter No – TPWODL1112228
- 7) Installed on: 15/11/2022 with IMR "0"
- 8) CMR: 12521 Kwh
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
  - Revision of high slab billing.

### **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 revision of high slab billing.
- As per billing database some bill was served in high consumption meter reading during the period from 11/2022 to 12/2024, which seems suppress meter reading.

### **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 recast the bill from 11/2022 to 12/2024 with IMR "0: Kwh on 11/2022 and FMR "12790" Kwh on 12/2024.

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

Co-Opted Member  
OER, Bhawanipatna

**K.K. PATTNAIK**  
MEMBER (Fin.)

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
OER, Bhawanipatna



Copy to: -

1. Sri Kanheyalal Jain, At/Po- Khariar Road, Ps- Khariar Road, Dist- Nuapada.
2. SDO Elect. Khariar Road. 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.”**