



## 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/ 796

Dated, the 06-01-2025

**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-529/2024																										
2	Complainant/s	Name & Address Sri Jagalsai Majhi, At/Po-Mundapala, Ps-Lakhna, Dist.-Nuapada.	Consumer No 9063-3204-2593	Contact No. 86582-89923																								
3	Respondent/s	Name Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, 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) 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	18.12.2024																										
9	Date of Order	06.01.2025																										
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: Khariar Road**  
**Appeared:**

1. **For the Complainant** – Sri Jagalsai Majhi, At/Po-Mundapala, Ps-Lakhna, Dist.-Nuapada.
2. **For the Respondent** – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

**Complaint Case No. BPT-529/2024**

Sri Jagalsai Majhi,  
At/Po-Mundapala,  
Ps-Lakhna,  
Dist.-Nuapada.

**Con. No. 9063-3204-2593**

**COMPLAINANT**

Sri Pradipta Kumar Khillar,  
SDO Elect. Khariar Road,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Jagalsai Majhi, AT/Po- Mundapala, Ps- Lakhna, Dist-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar Road on dt. 18.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.5 KW having consumer no- **9063-3204-2593** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that abnormal bill was raised in the month of 06/2024.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) Consumer complaint Redressal form:
- 2) Bill details from: 03/2023 to 11/2024
- 3) Date of supply: 01/03/2019



- 4) Category: LT/Domestic
- 5) Connected Load 0.5 KW
- 6) Meter No – 2090601
- 7) Installed on: 01/03/2019 with IMR: "0"
- 8) CMR: 1419 Kwh as on 23/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

1) As written version submitted by SDO Elect. Khariar Road as follows:

- As per report of ESO, Khariar Road No.II section that the bill may revise as per meter reading.

#### **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 per report of ESO, Khariar Road No.II section that the bill may revise as per meter reading.
- As per billing database the current bill of the month of 05/2024 appears abnormal, as the bill unit claim is 61 units, but the current bill appears Rs. 2466.54.

#### **ORDER**

**06.01.2025**

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 as per actual meter reading basis (i.e. IMR "1198" Kwh on 04/2024 and FMR "1259" Kwh on 05/2024).

The case is disposed of accordingly.

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

#### **Compliance Month-January-25**

**B. NAIK**  
Co-Opted Member

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

**R.K. NAIK**  
PRESIDENT

Co-Opted Member  
Copy to: Bhawanipatna

**Grievance Redressal Forum**  
TPWODL, Bhawanipatna

PRESIDENT  
CRF, Bhawanipatna

1. Sri Jagalsai Majhi, AT/Po- Mundapala, Ps- Lakhna, 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."