



# 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/ 608(s)

Dated, the 28.10.2024

## Quorum:

Er. Ranjan Kumar Naik  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-380/2024																			
2	Complainant/s	Name & Address Sri Brajman Sahu, At-Talsagarpada, Po- M.Rampur, Ps- M.Rampur, Dist.- Kalahandi.	Consumer No 9030-0101-3143	Contact No. 82601-19077																	
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East 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 rowspan="15"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	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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6. Others																					
8	Date(s) of Hearing	19.09.2024																			
9	Date of Order	28.10.2024																			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																	
11	Details of Compensation awarded, if any.	Nil																			

CO- OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER | 4  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: M.Rampur**  
**Appeared:**

1. **For the Complainant** – Sri Brajaman Sahu, At-Talsagarpada, Po-M.Rampur, Ps-M.Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-380/2024**

Sri Brajaman Sahu,  
At-Talsagarpada, Po-M.Rampur,  
Ps- M.Rampur,  
Dist.-Kalahandi.

**Con. No. 9030-0101-3143**

**COMPLAINANT**

Sri Krushna Chandra Biswasray (Accountant),  
Repr. For Sri Manas Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Brajamani Sahu, At- Talsagarpada, Po/Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.  
The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 19.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1.5 KW having consumer no-**9030-0101-3143** under EE, KEED, Bhawanipatna
- 2) As complained by the complainant to withdraw the bill amount during no power supply period.
- 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.

**Previous Complain, if any:**

Not Available

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR: 04/10/2024
- 2) Bill details from: 12/2015 to 09/2024
- 3) Date of supply: 05/08/2015
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load: 1.5 KW
- 6) Meter No – TPU024133
- 7) Installed on: 06/05/2022 with IMR: "0"
- 8) CMR: 10 Kwh as on 04/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

As written version submitted by EE, KEED, Bhawanipatna as follows:

- As per the PVR given by the ESO, M. Rampur the point was not used since date of supply which was certified by OLIC department, Sarpanch and neighbours. So total bill may be withdrawn.
- So, the bill from 08/2015 to 01/2023 may be withdrawn as there was no power supply was given at that time.

**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 as per the PVR given by the ESO, M. Rampur the point was not used since date of supply which was certified by OLIC department, Sarpanch and neighbours. So total bill may be withdrawn.
- So, the bill from 08/2015 to 01/2023 may be withdrawn as there was no power supply was given at that time.

○ **ORDER**

**28.10.2024**

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 withdraw the bill amount excluding the fixed charges from 08/2015 to 09/2024, to close the account.
- If he wants to avail the power supply he has to deposit the appropriate amount.

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-November-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  
GRF, Bhawanipatna

Copy to: -

1. Sri Brajamani Sahu, At- Talsagarpada, Po/Ps- M. Rampur, Dist- Kalahandi
2. EE, KED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.