



# 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/ 916

Dated, the 28.02.2025

**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-96/2025																										
2	Complainant/s	Name & Address Sri Prakash Chandra Bhoi, At/Po-Borda, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-4517	Contact No. 99382-15584																								
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>✓</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	21.02.2025																										
9	Date of Order	28.02.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER  
Co-Opted Member

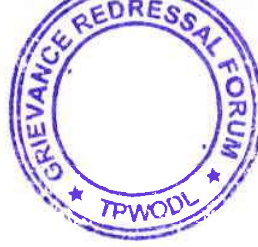
Grievance Redressal Forum  
TPWODL, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: Kesinga  
Appeared:**

1. **For the Complainant** – Sri Prakash Chandra Bhoi, At/Po-Borda, Ps-Kesinga, 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-96/2025**

Sri Prakash Chandra Bhoi,  
At/Po-Borda,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9030-0101-4517**

**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 Prakash Chandra Bhoi, At/Po- Borda, Ps- Kesinga, Dis- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 21.02.2025, 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- **9030-0101-4517** under EE, KEED, Bhawanipatna
- 2) As complained by the complainant that average bill was charged during the no 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.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: 22/02/2025
- 2) Bill details from: 05/2020 to 01/2025
- 3) Date of supply: 28/11/2019



- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 1.5 KW
- 6) Meter No – TPU28245
- 7) Installed on: 16/02/2022 with IMR "0"
- 8) CMR: 16785 KWH on 22/02/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - As per the PVR given by the AOC, Borda the meter is found OK. The consumer was availed power supply from 02/2022, before that there is no such power supply at the consumer premises.
  - So, we may withdraw the total bill generated from 11/2019 to 01/2022.

#### **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 AOC, Borda the meter is found OK. The consumer was availed power supply from 02/2022, before that there is no such power supply at the consumer premises.
- So, we may withdraw the total bill generated from 11/2019 to 01/2022.
- As per billing database average bills were served from 05/2020 to 02/2022, the bills were served on actual meter reading after an installation of meter on 16/02/2022.

#### **ORDER**

**28.02.2025**

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 withdraw the bill from 11/2019 to 01/2022 as the consumer was not availed the power supply.

The case is disposed of accordingly.

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

#### **Compliance Month-March-25**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER

  
**R.K. NAIK**  
PRESIDENT

Grievance Redressal Forum TPWDL, Bhawanipatna    Grievance Redressal Forum TPWDL, Bhawanipatna    Grievance Redressal Forum TPWDL, Bhawanipatna



Copy to: -

1. Sri Prakash Chandra Bhoi, At/Po- Borda, Ps- Kesinga, Dis- Kalahandi.
2. EE, KEED, Bhawanipatna. 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."**

GRF BHAWANIPATNA