



# 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/ 1008<sup>9</sup>

Dated, the 29.03.2025

**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-175/2025																										
2	Complainant/s	Name & Address Sri Rajmohan Majhi, Repr. By Sri Chudamani Majhi, At-Dendoguda, Po-Saria, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-5139	Contact No. 80184-19516																								
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) <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	17.03.2025																										
9	Date of Order	29.03.2025																										
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 FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Narla**

**Appeared:**

1. **For the Complainant** – Sri Rajmohan Majhi, Repr. By Sri Chudamani Majhi, At-Dendoguda, Po-Saria, Ps-Narla, 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-175/2025**

Sri Rajmohan Majhi,  
Repr. By Sri Chudamani Majhi,  
At-Dendoguda, Po-Saria,  
Ps-Narla,  
Dist.-Kalahandi.

**Con. No. 9030-0101-5139**

**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 Rajmohan Majhi, Repr. by Sri Chudamani Majhi, At- Dendoguda, Po- Saria, Ps- Narla, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 17.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 5 KW having consumer no- **9030-0101-5139** under EE, KEED, Bhawanipatna
- 2) As complained by the complainant that provisional bills were issued though the meter was running.
- 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: 19/03/2025
- 2) Bill details from: 02/2022 to 02/2025

- 3) Date of supply: 13/01/2022  
4) Category: LT/Irrigation Pumping and Agriculture  
5) Connected Load 5 KW  
6) Meter No – 10026961  
7) Installed on: 13/11/2022 with IMR "0"  
8) CMR: 1463 KWH on 19/03/2025  
9) The meter status: OK  
10) Facts of the complainant: Revision of bill  
11) As written version submitted by EE, KEED, Bhawanipatna as follows:
- We may recast the bill from 02/2022 to 10/2022 by taking IMR 0 kwh and FMR 778 kwh.



#### **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 We may recast the bill from 02/2022 to 10/2022 by taking IMR 0 kwh and FMR 778 kwh.
- As seen from the database the meter having Sl. No 10026961 was installed in the month of 11/20252 and charge with meter rent of Rs. 1000/- per month which was wrong being a 3 ph. Whole current meter. Discom corrected the meter rent to Rs. 150/- per month in the month of 10/2023, so the wrong meter rent charge from 11/2022 to 09/2023 to be recalculated as Rs. 150/- per month instead of 1000/- per month.

#### **ORDER**

**29.03.2025**

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 recalculate the meter rent of Rs. 150/- per month instead of Rs.1000/- from 11/2022 to 09/2023 as it is 3 ph. Whole current meter.

The case is disposed of accordingly.

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

**Compliance Month-April-25**

*Handwritten signature and date 29/3/25*  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF Bhawanipatna

*Handwritten signature and date 29/3/25*  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER FIN  
GRF Bhawanipatna

*Handwritten signature and date 29/3/25*  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF Bhawanipatna



Copy to: -

1. Sri Rajmohan Majhi, Repr. by Sri Chudamani Majhi, At- Dendoguda, Po- Saria, Ps- Narla, Dist- 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