



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1067^(C)

Dated, the 13.05.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-202/2025																										
2	Complainant/s	Name & Address Smt Sabita Patra, C/o Sri Ramesh Chandra Patra, At-Kesinga Ward No-2, Main Road, Po/Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-5174	Contact No. 94383-05359																								
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Acct), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
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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	07.05.2025																										
9	Date of Order	13.05.2025																										
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: GRF, OFFICE, BHAWANIPATNA
Appeared:

1. **For the Complainant** – Smt Sabita Patra, C/o Sri Ramesh Chandra Patra, At-Kesinga Ward No-2, Main Road, Po/Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-202/2025

Smt Sabita Patra,
C/o Sri Ramesh Chandra Patra,
At-Kesinga Ward No-2 Main Road,
Po/Ps-Kesinga,
Dist.-Kalahandi.

Con. No.9030-0101-5174

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Smt. Sabita Patra, C/o- Sri Ramesh Chandra Patra At-Kesinga, Ward no-2, Main Road, Po/Ps- Kesinga, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at GRF, Office at Bhawanipatna on dt. 07.05.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation pumping and Agriculture supply with CD of 2.5 KW having consumer no- **9030-0101-5174** under EE, KEED. Kesinga.
- 2) As complained by the complainant that the abnormal bill was generated on 05/2024.
- 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 (EE Elect.KEED, Kalahandi) in its counter reply and course of hearing submitted as follows:

- 1) PVR: NA
- 2) Bill details from: 04/2022 to 03/2025
- 3) Date of supply: 23.04.2022



4) Category: LT/Irrigation Pumping & Agriculture

5) Connected Load: 2.5 Kw

6) Meter No – 10045761

7) Installed on: 11.11.2023

8) CMR: N/A

9) The meter status: Ok

10) Facts of the complainant: Bill Dispute

11) As written version submitted by EE Elect. KEED, Bhawanipatna as follows:

- As per letter no. 696. Dtd. 01.10.2024 of EE, KEED communication to consumer regarding imposition of DPS of Rs. 6243.62 against ASD claimed of Rs. 56028/-. Based on the average consumption last 12 months average, the ASD was claimed and accordingly the DPS was charged. As the consumption at the time was on an average basis, we may assume that the consumption is not actual.
- As the meter was changed on dtd. 11.11.2023 and the earlier bill was revised for an amount of Rs. 142656.18, we may revise the demand, and we may withdraw the DPS was changed on ASD claimed on dtd. 26.03.2024.

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 has submitted that, as per letter no. 696. Dtd. 01.10.2024 of EE, KEED communication to consumer regarding imposition of DPS of Rs. 6243.62 against ASD claimed of Rs. 56028/-. Based on the average consumption last 12 months average, the ASD was claimed and accordingly the DPS was charged. As the consumption at the time was on an average basis and assume that the consumption is not actual.
- As the meter was changed on dtd. 11.11.2023 and the earlier bill was revised for an amount of Rs. 142656.18.
- As per billing database the average bill was served from 04/2022 to 06/2023, basis on that average bill period the ASD was claimed on dtd. 03.06.2024 of Rs. 56028/- and DPS thereon of Rs. 6243.62 levied on 05/2024 bill.
- As the ASD was claimed on average bill period, and which average bill was revised on dtd.18.09.2023, So there is no question about ASD and DPS also and DPS on ASD shall be withdrawn.

ORDER

13.05.2025

Basing on the 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 DPS on ASD was levied on 05/2024.



The case is disposed of accordingly.

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

Compliance Month- May-25

Ready
13/5/25
B. NAIK
Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

Out on
13-5-25
A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Smt. Sabita Patra, C/o- Sri Ramesh Chandra Patra At- Kesinga, Ward no-2, Main Road, Po/Ps- Kesinga, Dist- Kalahandi.
2. EE Elect. KEE:D, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL.

"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."