



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 1087<sup>CS</sup> Dated, the 26.06.2025

**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-225/2025  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Sri Tankadhar Parida, Repr. By Sri Ujjal Kumar Parida, At-Paikasadel, Po-Turchi, Ps-M. Rampur, Dist.-Kalahandi.  | Consumer No<br>9030-0101-3335                             | Contact No.<br>63701-58596 |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>Sri Kalyan Munda (AFM),<br>Repr. For Sri Manas Ranjan Mati,<br>EE, KEED, Bhawanipatna, TPWODL.   | Division<br>Kalahandi East Electrical<br>Division, TPWODL |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 4  | Date of Application                                  |  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 5  | In the matter of-                                    | <table border="1"><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) - |  |  |
| 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) -   |  |  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 6  | Section(s) of Electricity Act, 2003 involved         |  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 7  | OERC Regulation(s) with Clauses                      | <table border="1"><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> |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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>  |  |  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 8  | Date(s) of Hearing                                   | 06.06.2025   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 26.06.2025   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 10   | Order in favour of                                   | Complainant  | ✓ Respondent  | Others                     |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 11   | Details of Compensation awarded, if any.             | Nil  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: M. Rampur

Appeared:

1. **For the Complainant** – Sri Tankadhar Parida, Repr. By Sri Ujjal Kumar Parida, At-Paikasadel, Po-Turchi, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (AFM), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-225/2025**

Sri Tankadhar Parida,  
Repr. By Sri Ujjal Kumar Parida,  
At-Paikasadel, Po-Turchi,  
Ps-M. Rampur,  
Dist.-Kalahandi.

Con. No. 9030-0101-3335

**COMPLAINANT**

Sri Kalyan Munda (AFM),  
Repr. For Sri Manas Ranjan Mati  
EE, KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Tankadhar Parida Repr. by Repr. by Sri Ujjal Kumar Parida, At-Paikasadel, Po- Turchi, 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. 06.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.50 KW having consumer no- **9030-0101-3335** under EE, KEED, Bhawanipatna .
- 2) As complained by the complainant that the bill was raised during disconnection 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 withdraw 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: 09/06/2025
- 2) Bill details from: 07/2016 to 05/2025



- 3) Date of supply: 20/07/2016
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2.50 KW
- 6) Meter No – TPU014036
- 7) Installed on: 10/03/2022 with IMR "0"
- 8) CMR: 13666 KWH on 09/06/2025
- 9) The meter status: Regular
- 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 ESO, M. Rampur there was no power supply from 20/07/2016 to 09/03/2022. So, we may withdraw the EC bill from 06/2016 to 02/2022.

### **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 submitted that as per the PVR given by the ESO, M. Rampur there was no power supply from 20/07/2016 to 09/03/2022.
- As per billing database the provisional/average bill was raised from 07/2016 to 02/2022.

### **ORDER**

**26.06.2025**

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 07/2016 to 02/2022. As the consumer has not availed the power supply during that period.

The case is disposed of accordingly.

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

### **Compliance Month-July-25**

**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhawanipatna**

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

**GRF, Bhawanipatna**

**A.K. PATRA**  
PRESIDENT  
PRESIDENT

**3RF, Bhawanipatna**

Copy to: -

1. Sri Tankadhar Parida Repr. by Repr. by Sri Ujjal Kumar Parida, At- Paikasadel, Po- Turchi, Ps- M. Rampur, Dist- Kalahandi.
2. EE, KEED, Bhawanipatna. TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.