



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/ 837^u Dated, the 27.01.2025

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-520/2024																										
2	Complainant/s	Name & Address President Sidha Gouri P.P, Repr. By Sri Bhakta Charan Choudhury, At-Talabharna, Po-Belkhandi, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0102-2612	Contact No. 94377-01341																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	16.12.2024																										
9	Date of Order	27.01.2025																										
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

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Kesinga
Appeared:**

1. **For the Complainant** – President Sidha Gouri P.P, Repr. By Sri Bhakta Charan Choudhury, At-Talabharna, Po-Belkhandi, 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-520/2024

President Sidha Gouri P.P,
Repr. By Sri Bhakta Charan Choudhury,
At-Talabharna, Po-Belkhandi,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No. 9030-0102-2612

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 President Sidha Gouri Pani Panchayat, Repr. by Sri Bhakta Charan Choudhury, AT- Talbhanra, Po- Belkhandi, Ps- Kesinga, Dist- 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. 16.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 7.50 KW having consumer no- **9030-0102-2612** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that double bills was generated in same LI point.
- 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: 20/12/2024
- 2) Bill details from: 05/2009 to 11/2024



- 3) Date of supply: 11/12/2008
- 4) Category: LT/Irrigation
- 5) Connected Load 7.50 KW
- 6) Meter No – 10026830
- 7) Installed on: 21/12/2022 with IMR: "0"
- 8) CMR: 4910 Kwh as on 20/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - In the same another LI point is there whose consumer number is 9030-0102-3354 and against that number consumer had paid wrongly his electricity bills. After PVR came from ESO, Nunmath the same number is found duplicate. So, I prey to the Hon'ble GRF to consider the above case and withdraw the total bill raised from 04/2019 to 11/2024, stop the bill. After that all payment should be transferred from 9030-0102-3354 to 9030-0102-2612.

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 In the same consumer name another LI point is there whose consumer number is 9030-0102-3354 and against that number consumer had paid wrongly his electricity bills. After PVR came from ESO, Nunmath the same number is found duplicate. So, I prey to the Hon'ble GRF to consider the above case and withdraw the total bill raised from 04/2019 to 11/2024, stop the bill. After that all payment should be transferred from 9030-0102-3354 to 9030-0102-2612.
- As per billing database double bills were generated in the name of President Siddha Gouri Pani Panchayat Tarbharna Kesinga bearing Consumer No-9030-0102-2612 and 9030-0102-3354 but the date of supply is 11.12.2008 and 25.04.2019 respectively.

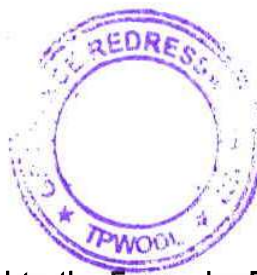
ORDER

27.01.2025

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 04/2019 to 11/2024 of consumer No-9030-0102-3354 and transfer the payment amount in Consumer No-9030-0102-3354 to 9030-0102-2612 paid during the 04/2019 to 11/2024.
- To stop the billing against Consumer No-9030-0102-3354.



The case is disposed of accordingly.

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

Compliance Month-February-25

[Signature]
B. NAIK
Co-Opted Member

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

[Signature]
R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. President Sidha Gouri Pani Panchayat, Repr. by Sri Bhakta Charan Chaudhury, AT-Talbhanra, Po- Belkhandi, Ps- Kesinga, 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."