



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTHAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 13295

Dated, the 22.10.2025

Er. Achyutananda Meher	-	President
Sri Kamala Kanta Pattnaik	-	Member (Finance)
Sri Bhairaba Naik	-	Co-Opted Member

1	Case No.	Complaint Case No. BPT-287/2025																											
2	Complainant/s	Name & Address The President of Pataleswar WUA P.P, Repr. By Sri Indramani Pradhan, At/Po-Chheliamal, Ps-Bhawanipatna, Dist.-Kalahandi.		Consumer No 9030-0102-2624	Contact No. 91787-54123																								
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, 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) 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	24.07.2025																											
9	Date of Order	22.10.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: GRF BPT OFFICE

Appeared:

1. **For the Complainant** – The President of Pataleswar WUA P.P, Repr. By Sri Indramani Pradhan, At/Po-Chheliamal, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer The President of Pataleswar WUA P.P, Repr. By Sri Indramani Pradhan, At/Po-Chheliamal, Ps-Bhawanipatna, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at GRF BPT Office on dt. 18.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 6 KW having consumer no- **9030-0102-2624** under EE, KEED, Bhawanipatna .
- 2) As complained by the complainant that the bills to be revised.
- 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: 04/08/2025
- 2) Bill details from: 08/2009 to 02/2025
- 3) Date of supply: 11.08.2009
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 6 KW
- 6) Meter No – 10010637
- 7) Installed on: 01.03.2023 with IMR "0"
- 8) CMR: 2823 Kwh on dt.15.12.2023
- 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 Bhawanipatna No-III the consumer was not availing the power supply from 06/2017 to 05/2020. So we may withdraw the total billing from 06/2017 to 05/2020. Reading bill revision of last two years before meter change the bill

was already revised for an amount Rs. 22210/- on dated 04.04.2023 from the period 04/2021 to 03/2023. The certificate given by the EE, OLIC, Bhawanipatna the above project was not operated since last 5 year. As the proper date is not mentioned and the ESO has certified the exact date of not using the power supply we may withdraw the DC period only. However, the respondent requested the forum to take appropriate decision as necessary.

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 Bhawanipatna No-III the consumer was not availing the power supply from 06/2017 to 05/2020. So we may withdraw the total billing from 06/2017 to 05/2020. Reading bill revision of last two years before meter change the bill was already revised for an amount Rs. 22210/- on dated 04.04.2023 from the period 04/2021 to 03/2023. The certificate given by the EE, OLIC, Bhawanipatna the above project was not operated since last 5 year. As the proper date is not mentioned and the ESO has certified the exact date of not using the power supply we may withdraw the DC period only
- From 08/2019 to 08/2021 provisional / average bills have been served.
- Meter no. 10010637 had been installed on dt.01.03.2023 and the CMR is 2823 KWH on dt. 15.12.2023.

ORDER

22.10.2025

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 06/2018 to 05/2020 (Excluding fixed charges) as the complainant was not availed power supply.
- Any adjustments made during the revision period are also be taken into consideration / DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear all dues upon revision of bills.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt- 30.11.2025.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. The President of Pataleswar WUA P.P, Repr. By Sri Indramani Pradhan, At/Po-Chheliamal, Ps-Bhawanipatna, 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.”

GRE BHAWANIPATNA