



## 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/ 764(s) Dated, the 16.12.2024

**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-485/2024																										
2	Complainant/s	Name & Address Sri Laxman Dora, At/Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0101-0013	Contact No. 79781-19525																								
3	Respondent/s	Name Sri Devi Prasad Dixit, SDO Elect. Kesinga, 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) 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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6. Others																												
8	Date(s) of Hearing	19.11.2024																										
9	Date of Order	16.12.2024																										
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: Dharamgarh**



**Appeared:**

1. **For the Complainant** – Sri Laxman Dora, At/Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-485/2024**

Sri Laxman Dora,  
At/Po-Kesinga,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-0101-0013**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Laxman Dora, At-Kesinga, Po- Kesinga, 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 Dharamgarh on dt. 19.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ GP supply with CD of 2 KW having consumer no- **9033-0101-0013** under SDO Elect. Kesinga.
- 2) As complained by the complainant that the bill was raised in LT/GP category instead of LT/ Domestic. And the provisional bill was raised from 07/2019 to 01/2024.
- 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.

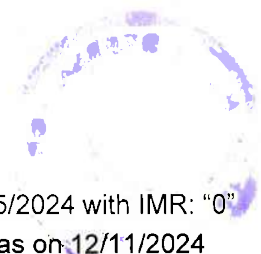

The complainant has prayed for:

To revise the bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 12/11/2024
- 2) Bill details from: 02/2001 to 10/2024
- 3) Date of supply: 01/01/1990
- 4) Category: LT/GP
- 5) Connected Load 2 KW
- 6) Meter No – TWSP51160963

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- 7) Installed on: 07/05/2024 with IMR: "0"  
8) CMR: 1278 Kwh as on 12/11/2024  
9) The meter status: Ok  
10) Facts of the complainant: Revision of bill  
11) As written version submitted by SDO Elect. Kesinga as follows:

- Excess billing in the month of 04/2024.
- As per PVR submitted by officer com. And JE Kesinga on dated 12/11/2024, the consumer was availing power supply for DOMESTIC purpose only but consumer getting bill in commercial category, Line was disconnected in field from 08/2019 to 01/2024, but entered in FG for bill stop on dtd. 21.11.2022 and reconnected after deposit of reconnection fee of Rs. 472/- with MR no. 4475120852401020001 on dtd. 08.05.2024.

#### **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 stated that Excess billing in the month of 04/2024.
- As per PVR submitted by officer com. And JE Kesinga on dated 12/11/2024, the consumer was availing power supply for DOMESTIC purpose only but consumer getting bill in commercial category, Line was disconnected in field from 08/2019 to 01/2024, but entered in FG for bill stop on dtd. 21.11.2022 and reconnected after deposit of reconnection fee of Rs. 472/- with MR no. 4475120852401020001 on dtd. 08.05.2024.
- As per billing database the provisional bill was served from 07/2019 to 04/2024. And the category of the complainant is LT/ GP. And the security amount was adjusted against arrear on dtd. 15.03.2024.

#### **ORDER**

**16.12.2024**

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 07/2019 to 01/2024 (excluding fixed charges).
- To revise the bill from 02/2024 to 04/2024 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 05/2024 and FMR "1016" Kwh on 10/2024) in LT/ Domestic category.
- To revise the bill from 05/2024 to 11/2024 in LT/ Domestic category.
- To serve the bill from 11/2024 onwards in LT/ Domestic category.
- The complainant is directed to pay the balance outstanding arrear and SD amount as appropriate, as per regulation 144 and 52 of conditions of supply code, 2019 of OERC.

The case is disposed of accordingly.




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

**Compliance Month-January-25**

  
**B. NAIK**  
Co-Opted Member

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

  
**R.K. NAIK**  
PRESIDENT

Copy to: -

1. Sri Laxman Dora, At-Kesinga, Po- Kesinga, Ps- Kesinga, Dist- Kalahandi Mob. No- 79781-19525.
2. SDO Elect. Kesinga. 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."**