



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/ 9409

Dated, the 28.02.2025

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-94/2025																			
2	Complainant/s	Name & Address Sri Kanar Harijan, Repr. By Sri Subhash Majhi, At-Bagad Ward No-1, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0104-3185	Contact No. 70775-20303																	
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. Sub-Division 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 rowspan="15">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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><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									
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																					
8	Date(s) of Hearing	21.02.2025																			
9	Date of Order	28.02.2025																			
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: Kesinga

Appeared:

1. **For the Complainant** – Sri Kanar Harijan, Repr. By Sri Subhash Majhi, At-Bagad Ward No-1, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

Complaint Case No. BPT-94/2026

Sri Kanar Harijan,
Repr. By Sri Subhash Majhi,
At-Bagad Ward No-1, Po-Kesinga,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No. 9033-0104-3185

COMPLAINANT

Sri Devi Prasad Dixit,
EE, Elect. Sub-Division Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Kanar Harijan, Repr. By Sri Subhash Majhi, At-Bagad Ward No-1, 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 Kesinga on dt. 21.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- **9033-0104-3185** under EE, Elect. Sub-Division Kesinga
- 2) As complained by the complainant that abnormal excess bills were served in the month of 08/2019
- 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. Sub-Division Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/02/2025
- 2) Bill details from: 07/2016 to 01/2025
- 3) Date of supply: 25/03/2016



- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – 300068985
- 7) Installed on: 01/06/2023 with IMR “0”
- 8) CMR: 1561 KWH on 28/02/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub-Division Kesinga as follows:
 - Excess bill from 05/2021 to 07/2022.

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 stated that Excess bill from 05/2021 to 07/2022.
- As per billing data base the actual/provisional bills were generated from the date of supply to 07/2019 and the consumer also deposited the claimed amount from time to time but 2983 units was billed for the month of 08/2019 which seems to be suppressed meter reading. secondly excess actual/provisional bills were served after installation of meter on dtd.31.01.2021

ORDER

28.02.2025

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 recast the bill from 03/2016 to 08/2019 taking IMR “0” Kwh on 03/2016 and FMR “6395” Kwh on 08/2019.
- To recast the bill from 03/2021 to 02/2022 taking IMR “4551” Kwh on 03/2021 and FMR “7111” Kwh on 02/2022.


The case is disposed of accordingly.

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

Compliance Month-March-25


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER (FIN)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Kanar Harijan, Repr. By Sri Subhash Majhi, At-Bagad Ward No-1, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.
2. EE, Elect. Sub-Division 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."

GRF BHAWANIPATNA