



# 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/ 626<sup>th</sup> Dated, the 28.10.2024

**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-366/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |                            |                                                                       |                                                                                     |                                                        |                                                    |                                                                                      |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 2                                                                                    | Complainant/s                                        | Name & Address<br>Sri Debara Goud, Repr. By Smt Debaki Goud, At-Turla, Po-Sirol, Ps-Kesinga, Dist.-Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Consumer No<br>9033-0223-5945                             | Contact No.<br>63701-88546 |                                                                       |                                                                                     |                                                        |                                                    |                                                                                      |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 3                                                                                    | Respondent/s                                         | Name<br>Sri Devi Prasad Dixit,<br>SDO Elect. Kesinga, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Division<br>Kalahandi East Electrical<br>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) - |  |  |
| 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                                   | 17.09.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                            |                                                                       |                                                                                     |                                                        |                                                    |                                                                                      |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 9                                                                                    | Date of Order                                        | 28.10.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                            |                                                                       |                                                                                     |                                                        |                                                    |                                                                                      |           |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 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: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Debara Goud, Repr. By Smt Debaki Goud, At-Turla, Po-Sirol, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-366/2024**

Sri Debara Goud,  
Repr. By Smt Debaki Goud,  
At-Turla, Po-Sirol,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-0223-5945**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Debara Goud, Repr. by Smt. Debaki Goud AT- Turla, Po- Sirol, 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. 17.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9033-0223-5945** under SDO Elect. Kesinga.
- 2) As complain by the complainant the the bill was raised during line disconnection period from 11/2019 to 09/2021.
- 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 (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR:25/09/2024
- 2) Bill details from 11/2019 to 08/2024
- 3) Date of supply 17/05/2019



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No –TWSP51035566
- 7) Installed on 18/0/2023 with IMR: “0”
- 8) CMR: 2294 Kwh as on 25/09/2024
- 9) The meter status: Disconnected
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Average billing from 11/2019 to 09/2021.
  - Provisional bill not been adjusted from 03/2022 to 08/2023.

#### 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 Average billing from 11/2019 to 09/2021. And Provisional bill not been adjusted from 03/2022 to 08/2023.
- As per billing database average/provisional bill was raised from 05/2019 to 09/2023. And the consumer was paid Rs.500.00 on dtd.21.03.2020 and Rs.500.00 on 07.03.2021, it is understood that the complainant was using power supply from dtd.05/2019 to till date.

#### ORDER

28.10.2024

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:

- As the complainant availing power supply from 05/2019, so no need to withdraw the bill.

The case is disposed of accordingly. The case is hereby dropped.

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

  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Debara Goud, Repr. by Smt. Debaki Goud, AT- Turla, Po- Sirol, Ps- Kesinga, Dist- Kalahandi
2. SDO Elect. Kesinga. TPWODL
3. EE, KEED, Bhawanipatna, TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”