



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/ 996^(S)

Dated, the 29.03.2025

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-147/2025																										
2	Complainant/s	Name & Address Sri Rangapati Goud, At-Dangapakhn, Po-Borda, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1301-1222	Contact No. 89173-69650																								
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 border="1"> <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	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>																										
8	Date(s) of Hearing	12.03.2025																										
9	Date of Order	29.03.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Borda
Appeared:**

1. **For the Complainant** – Sri Rangapati Goud, At-Dangapakhan, Po-Borda, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

Complaint Case No. BPT-147/2026

Sri Rangapati Goud,
At-Dangapakhan, Po-Borda,
Ps-Kegaon,
Dist.-Kalahandi.

Con. No. 9033-1301-1222

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Rangapati Goud, At- Dangapakhan, Po- Borda, Ps- Borda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Borda on dt. 12.03.2025, 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- **9033-1301-1222** under SDO Elect. Kesinga
- 2) As complained by the complainant that abnormal bill was served from 04/2020 to 02/2025.
- 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: 21/03/2025
- 2) Bill details from: 11/2011 to 02/2025
- 3) Date of supply: 06/08/2011
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – LW620183
- 7) Installed on: 28/03/2021 with IMR "0"
- 8) CMR: 9145 KWH on 21/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - As per PVR submitted by JE Borda on dated 21/03/2025, the meter (LW620183) was installed on 12/2019 instead of 28/03/2021.
 - In FG the bill has revised on meter changed from 04/2021 (28/03/2021) as per meter changed date in FG database.

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 as per PVR submitted by JE Borda on dated 21/03/2025, the meter (LW620183) was installed on 12/2019 instead of 28/03/2021.
- In FG the bill has revised on meter changed from 04/2021 (28/03/2021) as per meter changed date in FG database.
- As per billing database some bill was raised in high consumption meter reading during the period from 04/2020 to 02/2025, which seems suppress meter reading, and bill revision towards delay meter updating was take in place from 04/2021 to 06/2022, effect on dtd. 15/09/2022.

ORDER

29.03.2025

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 04/2020 to 02/2025 with IMR "0" Kwh on 04/2020 and FMR "9138" Kwh on 02/2025.
- To withdraw the earlier bill revision was effect on dtd. 15.09.2022.

The case is disposed of accordingly.

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

Compliance Month-April-25


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


K.K. PATNAIK
~~MEMBER (Pm)~~
GRF, Bhawanipatna
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R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Rangapati Goud, At- Dangapakhana, Po- Borda, Ps- Borda, Dist- Kalahandi.
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."

GRF BHAWANIPATNA