



## 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/ 3196

Dated, the 31.08.2024

**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-296/2024																			
2	Complainant/s	Name & Address Sri Bimbadhar Sahu, Repr. By Sri Dinesh Kumar Sahu, At-Chikili, Po-Madhuguda, Ps-Borda, Dist.-Kalahandi.	Consumer No 9033-1307-0427	Contact No. 81179-40163																	
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 rowspan="9"><input checked="" type="checkbox"/></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 &amp; 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 &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	<input checked="" type="checkbox"/>	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	<input checked="" type="checkbox"/>																			
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	18.07.2024																			
9	Date of Order	31.08.2024																			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																	
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 Bimbadhar Sahu, Repr. By Sri Dinesh Kumar Sahu, At-Chikili, Po-Madhuguda, Ps-Borda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-296/2024**

Sri Bimbadhar Sahu,  
Repr. By Sri Dinesh Kumar Sahu,  
At-Chikili, Po-Madhuguda,  
Ps-Borda,  
Dist.-Kalahandi.

**Con. No. 9033-1307-0427**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bimbadhar Sahu, Repr. by Sri Dinesh Kumar Sahu AT- Chikili, Po- Madhuguda, 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 Kesinga on dt. 18.07.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9033-1307-0427** under SDO Elect. Kesinga.
- 2) 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: 12/08/2024
- 2) Bill details from May 2003 to July 2024
- 3) Date of supply 10/04/2003
- 4) Category: LT/Domestic



- 5) Connected Load 0.50 KW
- 6) Meter No – TWSP51010049
- 7) Installed on 26/07/2023 with IMR: "0"
- 8) CMR: 1092 KWH as on 12/08/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

As written version submitted by SDO Elect. Kesinga as follows:

- Average billing in the month of December 2004 to December 2006 and December 2008 to February 2013.
- Excess billing from October 2013 to May 2015.

### **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 Average billing in the month of December 2004 to December 2006 and December 2008 to February 2013.
- Excess billing from October 2013 to May 2015.

### **ORDER**

**31.08.2024**

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 recast the bill from 04/2003 to 02/2007 taking IMR 0 as on 04/2003 and FMR 2958 as on 02/2007.
- ♦ To recast the bill from 09/2013 to 02/2021 taking IMR 0 as on 09/2013 and FMR 16421 as on 02/2021.

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-September-24**

**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

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

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna  
Page 3 | 4

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Bimbadhar Sahu, Repr. by Sri Dinesh Kumar Sahu AT- Chikili, Po- Madhuguda, Ps- Borda, 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."**

GRF BHAWANIPATNA