



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1070^u

Dated, the 31.05.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

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|---|--|---|---|--|----------------------------|--------------------------|---------------------|---|---|-------------------------------------|--|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BPT-216/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Late Anirudha Sagar, Repr. By Sri Khirasindhu Sagar, At/Po-Tundla, Ps-Kesinga, Dist.-Kalahandi. | | Consumer No 9033-1402-0960 | Contact No. 90782-06951 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name Sri Tapindra Rana (Officer RCM), Repr. For Sri Devi Prasad Dixit, EE, Elect. SD 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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| 15. Others (Specify) - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 15.05.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 31.05.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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: Nunmath
Appeared:**

1. **For the Complainant** – Late Anirudha Sagar, Repr. By Sri Khirasindhu Sagar, At/Po-Tundla, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Tapindra Rana (Officer RCM), Repr. For Sri Devi Prasad Dixit, EE, Elect. SD Kesinga, TPWODL.

Complaint Case No. BPT-216/2025

Late Anirudha Sagar,
Repr. By Sri Khirasindhu Sagar,
At/Po-Tundla,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No.9033-1402-0960

COMPLAINANT

Sri Tapindra Rana (Officer RCM),
Repr. For Sri Devi Prasad Dixit,
EE, Elect. SD Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Late Anirudha Sagar Repr. by Sri Khirasindhu Sagar, At/po-Tundla, 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 Nunmath on dt. 15.05.2025, 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- **9033-1402-0960** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant abnormal bill was served from 03/2012 to 11/2024.
- 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 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: 23/05/2025
- 2) Bill details from: 04/2012 to 04/2025

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- 3) Date of supply: 10.03.2012
 - 4) Category: LT/Domestic
 - 5) Connected Load 1 KW
 - 6) Meter No – TWSP51215564
 - 7) Installed on: 30.11.2024 with IMR "0"
 - 8) CMR: 19 KWH on 23/05/2025
 - 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 units billed for the month of 08/2024
 - Average bill from 09/2024 to 10/2024

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 submitted that Excess units billed for the month of 08/2024 and Average bill from 09/2024 to 10/2024.
- As per billing database some bill was served in high consumption meter reading during the period from 03/2012 to 08/2024, which seems suppress meter reading. And average bill was served from 09/2024 to 11/2024 due to meter defective.

ORDER

31.05.2025

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 03/2012 to 08/2024 with IMR "0" Kwh on 03/2012 and FMR "3684" Kwh on 08/2024.
- To revise the bill from 09/2024 to 11/2024 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 11/2024 and FMR "11" Kwh on 04/2025).


The case is disposed of accordingly.

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

Compliance Month-June-25


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


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


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Late Anirudha Sagar Repr. by Sri Khirasindhu Sagar, At/po- Tundla, 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