



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 9285

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-93/2025																									
2	Complainant/s	Name & Address Sri Bhurishraba Nayak, Rep. by Sri Krupasindhu Nayak, At/Po-Turlakhaman, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1402-2395	Contact No. 91788-11440																							
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="2">✓</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><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	<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																	
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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

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER (FIN)
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Sri Bhurishraba Nayak, Rep. by Sri Krupasindhu Nayak, At/Po-Turlakhaman, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect Sub-Division. Kesinga, TPWODL.

Complaint Case No. BPT-93/2026

Sri Bhurishraba Nayak,
Rep. by Sri Krupasindhu Nayak,
At/Po-Turlakhaman,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No. 9033-1402-2395

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhurishraba Nayak, Repr. by Sri Krupasindhu Nayak, At/Po-Turlakhaman, 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 1 KW having consumer no- **9033-1402-2395** under EE, Elect. Sub-Division Kesinga
- 2) As complained by the complainant that the average bill was served from 08/2024 to 10/2024.
- 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: 28/02/2025



- 2) Bill details from: 07/2015 to 01/2025
- 3) Date of supply: 18/05/2014
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWSP51214594
- 7) Installed on: 20/11/2024 with IMR "0"
- 8) CMR: 109 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 on average basis from 08/2024 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 stated that Excess bill on average basis from 08/2024 to 10/2024.
- As per billing database average bill was served from 08/2024 to 10/2024 due to meter defective. And the consumer was deposited Rs.10,000 on dtd.21.02.2025 for restoration of power supply.

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 restore the power supply and not to disconnect till resolve of bill dispute.
- To revise the bill from 08/2024 to 10/2024 by taking six-month average consumption of new meter installed on dtd.20.11.2024.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by June-25 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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Bhurishraba Nayak, Repr. by Sri Krupasindhu Nayak, At/Po- Turlakhaman, 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