



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

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

Memo No. GRF/BPT/Order/ 1073<sup>(s)</sup>

Dated, the 31.05.2025

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

1	Case No.	Complaint Case No. BPT-215/2025																										
2	Complainant/s	Name & Address Sri Narendra Sahu, At/Po-Turlakhaman, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1402-2734	Contact No. 99387-92155																								
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><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) -		
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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) <u>155</u></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) <u>155</u>	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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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** – Sri Narendra Sahu, At/Po-Turlakhaman, 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-215/2025**

Sri Narendra Sahu,  
At/Po-Turlakhaman,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No.9033-1402-2734**

**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 Sri Narendra Sahu, At/Po- Turlakhaman, Ps- Kesinga, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the 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/GP supply with CD of 1 KW having consumer no- **9033-1402-2734** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant that the bill has served in LT/GP category instead of LT/Domestic.
- 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.

**Previous Complaint, if any:**

Not Available

**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: 07/2016 to 04/2025
- 3) Date of supply: 13.11.2015
- 4) Category: LT/GP
- 5) Connected Load 1 KW
- 6) Meter No – TW02035777
- 7) Installed on: 01.07.2023 with IMR "0"
- 8) CMR: 2962 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:
  - As per submitted by AOC section office Nunmath on dated 23.05.2025, the consumer has been using power supply in Domestic Purpose from 06/2023.
  - Consumer has availed OTSS.

### **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 as per submitted by AOC section office Nunmath on dated 23.05.2025, the consumer has been using power supply in Domestic Purpose from 06/2023. Consumer has availed OTSS.
- As per billing database the bill has served in LT/GP from 12/2018 to 04/2025.

### **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 revise the bill from LT/GP to LT/Domestic from 06/2023 to 04/2025.
- To serve the bill in LT/Domestic category from 05/2025 onwards.
- The complainant is directed to pay the balance outstanding arrear as per regulation 144 of conditions of supply code 2019 of OERC.


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. Sri Narendra Sahu, 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