



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/ 1035⁹

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-115/2025																			
2	Complainant/s	Name & Address Sri Babulal Sahu, At-Bandpada, Po-Tundla, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1404-1615	Contact No. 82606-71799																	
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="15">✓</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></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></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	07.03.2025																			
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: Nunmath

Appeared:

1. **For the Complainant** – Sri Babulal Sahu, At-Bandpada, Po-Tundla, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

Complaint Case No. BPT-115/2026

Sri Babulal Sahu,
At-Bandpada,
Po-Tundla,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No. 9033-1404-1615

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Babulal Sahu, At- Bandhpada, Po- Tundla i, 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. 07.03.2025, 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- **9033-1404-1615** under SDO Elect. Kesinga.
- 2) As complained by the complainant that bill was raised without power supply during the period from 05/2019 to 08/2024.
- 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 (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 21/03/2025
- 2) Bill details from: 12/2019 to 02/2025
- 3) Date of supply: 17/05/2019



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWST1804494
- 7) Installed on: 12/09/2024 with IMR “0”
- 8) CMR: 271 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 Nunmath, on dated-21.0.2025, the consumer is availing power supply from 11/2023 and before that he was not availing power supply.
 - An amount of RS. 8073.32 is debited and RS. 426.96 and RS. 792.39 are credited in consumer account for ghost consumer where balance is reflecting in, B4, B5 bucket dt. 23.02.2024 whereas the consumer is a live consumer. All the provisional bill has been adjusted.

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 Nunmath, on dated-21.0.2025, the consumer is availing power supply from 11/2023 and before that he was not availing power supply.
- An amount of RS. 8073.32 is debited and RS. 426.96 and RS. 792.39 are credited in consumer account for ghost consumer where balance is reflecting in, B4, B5 bucket dt. 23.02.2024 whereas the consumer is a live consumer. All the provisional bill has been adjusted.
- As per billing database provisional/average bill was served from 05/2019 to 08/2024. And the complainant was declared Ghost consumer by the licensee. The complainant was paid Rs.1000/- on dtd. 24.12.2023, which construe that the complainant was availing power supply on 12/2023.

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 withdraw the bill from 05/2019 to 11/2023.
- To revise the bill from 12/2023 to 08/2024 by taking 6 months average consumption of present meter (i.e. IMR “1” Kwh on 09/2024 and FMR “185” Kwh on 02/2025)





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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Babulal Sahu, At- Bandhpada, Po- Tundla i, Ps- Kesinga, 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."