



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1104^{CS}

Dated, the 02.07.2025

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-237/2025																										
2	Complainant/s	Name & Address Sri Bhupindra Sahu, At/Po-Karlamunda, Ps-Karlamunda, Dist.-Kalahandi.	Consumer No 9034-2416-0615	Contact No.																								
3	Respondent/s	Name Sri Silu Seth (Officer RCM), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, 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 & 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>15. Others (Specify) -</td><td></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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <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>																		
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8	Date(s) of Hearing	19.06.2025																										
9	Date of Order	02.07.2025																										
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

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Madanpur
Appeared:

1. **For the Complainant** – Sri Bhupindra Sahu, At/Po-Karlamunda, Ps-Karlamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Silu Seth (Officer RCM), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL, TPWODL,

Complaint Case No. BPT-237/2025

Sri Bhupindra Sahu,
At/Po-Karlamunda,
Ps-Karlamunda,
Dist.-Kalahandi.

Con. No.9034-2416-0615

COMPLAINANT

Sri Silu Seth (Officer RCM),
Repr. For Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bhupindra Sahu, At/Po- Karlamunda, Ps- Karlamunda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Madanpur on dt. 19.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- **9034-2416-0615** under SDO Elect. Narla.
- 2) As complained by the complainant that the power supply is utilizing for domestic purpose but the bill has served as LT/GP.
- 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. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 23/06/2025
- 2) Bill details from: 03/2014 to 05/2025
- 3) Date of supply: 26/02/2014
- 4) Category: LT/General Purpose
- 5) Connected Load 1.5 KW



- 6) Meter No – TWSP51033103
- 7) Installed on: 08/09/2023 with IMR "0"
- 8) CMR: 288 KWH on 23/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per the PVR given by the AOC Madanpur the consumer is using power supply from 03/2018, but in the GRF it is billing as LT/ GP. So, I request to the Hon'ble GRF for revision of the tariff from 03/2018 to till date under domestic category.

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 the PVR given by the AOC Madanpur the consumer is using power supply from 03/2018, but in the GRF it is billing as LT/ GP.
- As per billing database the bill was served in LT/GP category from the date of supply.

ORDER

02.07.2025

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 category to LT/Domestic from 03/2018 to 06/2025, as the consumer is availing power supply for domestic purpose.
- To serve the bill on LT/Domestic category from 07/2025 onwards.

The case is disposed of accordingly.

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

Compliance Month-July-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 Bhupindra Sahu, At/Po- Karlamunda, Ps- Karlamunda, Dist- Kalahandi.
2. SDO Elect. Narla TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.