



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

## BENCH:

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

Memo No. GRF/BPT/Order/ 787

Dated, the 06.01.2025

**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-500/2024																										
2	Complainant/s	Name & Address Smt Bharati Babu, Repr. By Sri Baikuntha Basi Panda, At-Hill Town Lane-2, Po/Ps- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1204-0236	Contact No. 94372-93780																								
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, 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 <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	09.12.2024																										
9	Date of Order	06.01.2025																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Bhawanipatna**  
**Appeared:**

1. **For the Complainant** – Smt Bharati Babu, Repr. By Sri Baikuntha Basi Panda, At-Hill Town Lane-2, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-500/2024**

Smt Bharati Babu,  
Repr. By Sri Baikuntha Basi Panda,  
At-Hill Town Lane-2,  
Po/Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1204-0236**

**COMPLAINANT**

Sri Bijaya Kumar Mahapatra,  
SDO Elect. No-II, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Bharati Babu, Repr. by Sri Baikunthabasi Panda, At- Hill Town Lane- 2, Po/Ps- Bhawanipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Naktiguda on dt. 08.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 2 KW having consumer no- **9036-1204-0236** under SDO Elect. No. II, Bhawanipatna.
- 2) As complained by the complainant that to withdraw the provisional bill was raised from 09/2009 to 07/2022 and dismantle the power supply.
- 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. No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 23/12/2024



- 2) Bill details from: 10/2004 to 07/2022
- 3) Date of supply: 13/12/2002
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – TPWODL1060909
- 7) Installed on: 01/11/2022 with IMR: "0"
- 8) CMR: 4925 KwH as on 23/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No. II, Bhawanipatna as follows:
  - Abnormal provisional /average bills were served to the consumer from 10/2009 to 07/2022.
  - Dispute bills of the said period may be considered to resolve the case. Meter SL no. TPWODL1060909 shown in the FG database was wrongly updated.

#### **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 Abnormal provisional /average bills were served to the consumer from 10/2009 to 07/2022.
- As per billing database some abnormal bill was served during the period 10/2009 to 07/2022, which seems suppress meter reading/ table reading punched by the meter reader. And the bill was stopped from 07/2022 onwards. SD amount yet to be adjusted.

#### **ORDER**

**06.01.2025**

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 09/2009 to 07/2022 with IMR "4288" KwH on 09/2009 and FMR "4925" on 07/2022.
- To serve the final bill along with adjustment of SD amount (if any) & dismantle fees as appropriate as per regulation of OERC.

The case is disposed of accordingly.



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

Compliance Month- January-25

*B. NAIK*  
6/1/25  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
CRF, Bhawanipatna

*K.K. PATTNAIK*  
6/1/25  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*R.K. NAIK*  
6/1/25  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
CRF, Bhawanipatna

Copy to: -

1. Smt. Bharati Babu, Repr. by Sri Baikunthabasi Panda, At- Hill Town Lane- 2, Po/Ps- Bhawanipatna, Dist- Kalahandi.
2. SDO Elect. No. II, Bhawanipatna. 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."