



## 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 868(S)

Dated, the 31.01.2025

### Quorum:

Er. Ranjan Kumar Naik

Sri Kamala Kanta Pattnaik

Sri Bhairaba Naik

- President

- Member (Finance)

- Co-Opted Member

1	Case No.	Complaint Case No. BPT-19/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Dhaneswar Bag, Repr. By Sri Jogendra Sahu, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1205-0206	78734-45141																								
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE, Elect. Sub-Division 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) 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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8	Date(s) of Hearing	10.01.2025																											
9	Date of Order	31.01.2025																											
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: Naktiguda

**Appeared:**

1. **For the Complainant** – Sri Dhaneswar Bag, Repr. By Sri Jogendra Sahu, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE, Elect. Sub-Division No. II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-19/2025**

Sri Dhaneswar Bag,  
Repr. By Sri Jogendra Sahu,  
At-TV Center Pada,  
Po/Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1205-0206**

**COMPLAINANT**

Sri Bijaya Kumar Mahapatra,  
EE, Elect. Sub-Division No. II, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Dhaneswar Bag Repr. by Sri Jogendra Sahu, At- TV Centerpada, Ps/Po- 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. 10.01.2025, 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- **9036-1205-0206** under EE, Elect. Sub-Division No. II, Bhawanipatna.
- 2) As complained by the complainant that the average bills were served though the meter is running.
- 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 No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 27/01/2025

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- 2) Bill details from: 08/2002 to 12/2024
  - 3) Date of supply: 18/04/2002
  - 4) Category: LT/Domestic
  - 5) Connected Load 1 KW
  - 6) Meter No – 176021
  - 7) Installed on: 18/04/2002 with IMR “0”
  - 8) CMR: 12880 Kwh as on 27/01/2025
  - 9) The meter status: Ok
  - 10) Facts of the complainant: Revision of bill
  - 11) As written version submitted by EE, Elect. Sub-Division No. II, Bhawanipatna as follows:
    - Dispute bills from 01/2013 to 12/2024 and suppress reading as per PVR may be considered to resolve the case.

### **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 Dispute bills from 01/2013 to 12/2024 and suppress reading as per PVR may be considered to resolve the case.
- As per billing database the provisional/average bills were served to the consumer for a long period.

### **ORDER**

**31.01.2025**

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 01/2013 to 01/2025 by taking IMR “8010” Kwh as on 01/2013 and FMR “12880” Kwh as on 01/2025.


The case is disposed of accordingly.

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

### **Compliance Month-February-25**

  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Dhaneswar Bag Repr. by Sri Jogendra Sahu, At- TV Centerpada, Ps/Po- Bhawanipatna, Dist- Kalahandi.
2. EE, Elect. Sub-Division 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.”**

GRF BHAWANIPATNA