



## 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 PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1098<sup>(S)</sup> Dated, the 26.06.2025

**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-221/2025																			
2	Complainant/s	Name & Address Sri Radha Krishna Temple, Repr. By Sri Chandra Sekhar Dakua, At/Po-Purnapada, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1207-0835	Contact No. 84558-89530																	
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE, Elect. SDO 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 rowspan="9">✓</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 &amp; 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 &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">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	09.06.2025																			
9	Date of Order	26.06.2025																			
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 FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: GRF Office, Bhawanipatna**  
**Appeared:**

1. **For the Complainant** – Sri Radha Krishna Temple, Repr. By Sri Chandra Sekhar Dakua, At/Po-Purnapada, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE, Elect. SDO NO-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-221/2025**

Sri Radha Krishna Temple,  
Repr. By Sri Chandra Sekhar Dakua,  
At/Po-Purnapada,  
Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1207-0835**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Radha Krushna Temple Repr. by Sri Chandra Sekhar Dakua, At- Purunapada, Po/Ps- Bhawanipatna, 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 GRF Office BPT on dt. 09.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9036-1207-0835** under EE, Elect. SDO II Bh.patna.
- 2) As complained by the complainant that I had convinced about my arrear bill amount after discussion with EE, Elect. SDO NO-II, Naktiguda on 06.06.2025.
- 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. SDO II Bh.patna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 06/06/2025
- 2) Bill details from: 01/2020 to 04/2025

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- 3) Date of supply: 19/11/2019
  - 4) Category: LT/Domestic
  - 5) Connected Load 1 KW
  - 6) Meter No – TWB647045
  - 7) Installed on: 25/02/2024 with IMR "0"
  - 8) CMR: 4779 KWH on 06/06/2025
  - 9) The meter status: Regular
  - 10) Facts of the complainant: Robotics bills revision done and amounting of RS. 11903.38 is debited on date 28/03/2025.
  - 11) As written version submitted by EE, Elect. SDO II Bh.patna as follows:
    - As per PVR report it is found that the said consumer premises has been availing power supply for the purpose of temple administration of Sri Radhakrushna Temple, Bhawanipatna. On observation it is found that the consumer is availing power supply in higher tariff, whereas billing is done in LT- Domestic tariff.

#### **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 PVR report it is found that the said consumer premises has been availing power supply for the purpose of temple administration of Sri Radhakrushna Temple, Bhawanipatna. On observation it is found that the consumer is availing power supply in higher tariff, whereas billing is done in LT- Domestic tariff.
- Sri Chandra Sekhar Dakua represent for Sri Radha Krishna Temple has applied for revision of arrear bill to the EE, Elect. SDO No-II, Bhawanipatna & after discussion he has submit application towards withdraw the complaint vide CC no BPT-221/2025.

#### **ORDER**

**26.06.2025**

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:


- The complainant has withdrawn the grievance application so the case is hereby **Dropped.**

The case is disposed of accordingly.

  
**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 Radha Krushna Temple Repr. by Sri Chandra Sekhar Dakua, At- Purunapada, Po/Ps- Bhawanipatna, Dist- Kalahandi.
2. EE, Elect. SDO II Bh.patna 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