



# 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/ 1005<sup>69</sup>

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-166/2025																										
2	Complainant/s	Name & Address Sri Sangdigdha Tripaty, Repr. By Smt Diptimayee Tripathy, At-Purnapada, Po-Bhawanipatna, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1211-0364	Contact No. 96922-62060																								
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) -		
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) -																												
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																		
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																												
8	Date(s) of Hearing	13.03.2025																										
9	Date of Order	29.03.2025																										
10	Order in favour of	Complainant	✓	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF Bhawanipatna

Page 1/4  
MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
RF, Bhawanipatna



**Place of Hearing: Naktiguda**  
**Appeared:**

1. **For the Complainant** – Sri Sangdigdha Tripathy, Repr. By Smt Diptimayee Tripathy, At-Purnapada, Po-Bhawanipatna, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-166/2025**

Sri Sangdigdha Tripathy,  
Repr. By Smt Diptimayee Tripathy,  
At-Purnapada, Po-Bhawanipatna,  
Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1211-0364**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sangdigdha Tripathy, Repr. by Smt. Diptimayee Naik, At-Purnapada, Po- Bhawanipatna, 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. 13.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 4 KW having consumer no- **9036-1211-0364** under EE, Elect. Sub Division Office, Noi. II, Bhawanipatna.
- 2) As complained by the complainant that excess billed was served in the month of 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 (EE, Elect. Sub Division Office, Noi. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR: 29/03/2025
- 2) Bill details from: 11/2014 to 02/2025
- 3) Date of supply: 15/11/2014
- 4) Category: LT/Domestic
- 5) Connected Load 4 KW
- 6) Meter No – TWST1786195
- 7) Installed on: 14/11/2024 with IMR "0"
- 8) CMR: 215 KWH on 29/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub Division Office, Noi, II, Bhawanipatna as follows:
  - Abnormal provisional bills were served to the consumer from 09/2024 to 10/2024.
  - Disputed bills from 12/2020 to 12/2022 is revised on date 22/03/2023 and an amount of RS 7945.51 is withdrawn. So abnormal period from 09/2024 to 10/2024 is to 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 Abnormal provisional bills were served to the consumer from 09/2024 to 10/2024.
- Disputed bills from 12/2020 to 12/2022 is revised on date 22/03/2023 and an amount of RS 7945.51 is withdrawn. So abnormal period from 09/2024 to 10/2024 is to be considered to resolve the case.
- As per billing database the meter reader has submitted actual meter reading less than 10 units for 7 months but 1444 was billed in the month of 08/2024 which seems to be suppressed meter reading.

#### **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 recast the bill from 01/2023 to 08/2024 by taking IMR "3930" kwh on 01/2023 and FMR "6417" kwh on 08/2024.
- To reverse the bill revision done on 22/11/2023.
- To revise the bill from 09/2024 and 10/2024 by taking six-month average consumption of new meter installed on 14/11/2024.



The case is disposed of accordingly.

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

**Compliance Month-May-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 Sangdigdha Tripathy, Repr. by Smt. Diptimayee Naik, At- Purunapada, Po- Bhawanipatna, Ps- Bhawanipatna, Dist- Kalahandi.
2. EE, Elect. Sub Division Office, Noi. 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."