



## 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/ 9869

Dated, the 29.03.2025

### 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-162/2025   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Sri Jogeswar Nag, At-Chancharapada, Po-Bhawanipatna, Ps-Bhawanipatna, Dist.-Kalahandi.  | Consumer No<br>9036-1221-0576                             | Contact No.<br>86582-55445 |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>Sri Bijaya Kumar Mahapatra,<br>EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.  | Division<br>Kalahandi East Electrical<br>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) <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> |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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>  |  |   |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 8  | Date(s) of Hearing                                   | 13.03.2025  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 29.03.2025  |   |                            |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 10   | Order in favour of                                   | Complainant   | ✓ Respondent  | Others                     |  |   |  |  |  |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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: Naktiguda  
Appeared:**

1. **For the Complainant** – Sri Jogeswar Nag, At-Chancharapada, 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-162/2025**

Sri Jogeswar Nag,  
At-Chancharapada, Po-Bhawanipatna,  
Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1221-0576**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Jogeswar Nag, At- Chancharapada, 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. 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 2 KW having consumer no- **9036-1221-0576** under EE, Elect. Sub Division Office, Noi. II, Bhawanipatna.
- 2) As complained by the complainant that excess abnormal bill was served in the month of 11/2023.
- 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: 03/2001 to 02/2025
- 3) Date of supply: 01/01/1990



- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – TPWODL1179242
- 7) Installed on: 09/11/2023 with IMR "0"
- 8) CMR: 1789 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 10/2019 to 11/2023.
  - Dispute bills from 10/2019 to 10/2023 is already revised on date 19/02/2025. So abnormal for the month of 11/2023 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 10/2019 to 11/2023.
- Dispute bills from 10/2019 to 10/2023 is already revised on date 19/02/2025. So abnormal for the month of 11/2023 is to be considered to resolve the case.
- As per billing database meter was installed on 09.11.2023 and 2272 unit was billed in the month of 11/2023 which seems to be absurd.

#### **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 revise the bill for the month of 11/2023 by taking IMR "184" kwh on 12/2023 and FMR "1202" kwh on 05/2024.

The case is disposed of accordingly.

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

**Compliance Month-April-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 Jogeswar Nag, At- Chancharapada, Po/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."**

GRF BHAWANIPATNA