



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 909⁽¹⁾

Dated, the 28.02.2025

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-78/2025																										
2	Complainant/s	Name & Address Sri Roman Goud, At/Po-Karlaguda, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1303-0379	Contact No. 89260-33205																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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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6. Others																												
8	Date(s) of Hearing	15.02.2025																										
9	Date of Order	28.02.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bhawanipatna

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

PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Naktiguda
Appeared:

1. **For the Complainant** – Sri Roman Goud, At/Po-Karlaguda, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-78/2025

Sri Roman Goud,
At/Po-Karlaguda,
Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1303-0379

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Roman Goud, At/Po- Karlaguda, 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. 15.02.2025, 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- **9036-1303-0379** under EE, Sub-Division No. II, Bhawanipatna.
- 2) As complained by the complainant that the bills raised during the no power supply period
- 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, Sub-Division No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 19/02/2025
- 2) Bill details from: 02/2008 to 12/2024
- 3) Date of supply: 03/02/2008
- 4) Category: LT/Domestic



- 5) Connected Load 2 KW
- 6) Meter No – LW200023
- 7) Installed on: 26/03/2019 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: N/A
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Sub-Division No. II, Bhawanipatna as follows:
 - As per PVR report jointly submitted by ESO and RCM section no. III, Bhawanipatna, it is found that the consumer had not been availing power supply from 04/2014 to 02/2019, So energy bills of the said disconnected period may be considered to be resolve.

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 as per PVR report jointly submitted by ESO and RCM section no. III, Bhawanipatna, it is found that the consumer had not been availing power supply from 04/2014 to 02/2019, So energy bills of the said disconnected period may be considered to be resolve.
- As per billing database provisional bills were served during 03/2014 to 07/2019 The meter was installed on 26.03.2019 to availed the power supply. The consumers of Karlaguda village singed as witness in the application that the consumer was not residing in the village which was submitted to SDO Elect. No-II Bhawanipatna by the sarpanch Karlaguda vide letter no.4 dtd.14.01.2025.

ORDER

28.02.2025

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 withdraw the bill from 04/2014 to 02/2019 during no power supply period excluding the fixed charge.

The case is disposed of accordingly.

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

Compliance Month-March-25

B. NAIK
Co-Opted Member
Co-Opted Member

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

R.K. NAIK
PRESIDENT
PRESIDENT

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



Copy to: -

1. Sri Roman Goud, At/Po- Karlaguda, Ps- Bhawanipatna, Dist- Kalahandi.
2. EE, Sub-Division No. II, Bhawanipatna, TPWODL.
3. EE, KEED, Bhawanipatna. TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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