

# 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/ 963<sup>9</sup>

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-167/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Ganga Naik, Repr. By Sri Dhanesh Naik, At-Sirliguda, Po-Bandelguda, Ps-Bhawanipatna, Dist.-Kalahandi.	9036-1314-0133	93487-27472																								
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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6. Others																												
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

**Place of Hearing: Naktiguda**

**Appeared:**

1. **For the Complainant** – Sri Ganga Naik, Repr. By Sri Dhanesh Naik, At-Sirliguda, Po-Bandelguda, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-167/2025**

Sri Ganga Naik,  
Repr. By Sri Dhanesh Naik,  
At-Sirliguda, Po-Bandelguda,  
Ps-Bhawanipatna,  
Dist.-Kalahandi.

**Con. No. 9036-1314-0133**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ganga Naik, Repr. by Sri Dhanesh Naik, At- Sirliguda, Po-Bandelguda, 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 0.50 KW having consumer no- **9036-1314-0133** under EE, Elect. Sub Division Office, No. II, Bhawanipatna.
- 2) As complained by the complainant that bill was raised from 08/2014 to 06.2022. without power supply
- 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, No. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/03/2025

- 2) Bill details from: 07/2002 to 06/2022
- 3) Date of supply: 31/10/2000
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW
- 6) Meter No – LW349563
- 7) Installed on: 10/06/2019 with IMR "0"
- 8) CMR: 3164 KWH on 28/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub Division Office, No. II, Bhawanipatna as follows:
  - Abnormal provisional bills were served to the consumer from 09/2011 to 06/2019.
  - Disputed bills from 09/2011 to 06/2019 may be considered to resolve the case. As per PVR report submitted by ESO No, III Bhawanipatna, there was a consumer no. 903613140133 which was disconnected from 08/2014 to 06/2022, one dummy meter no. LW349563 was wrongly updated with SC no. 903613140133. Now the said premises is availing power supply through SC no. 903613143145.

#### **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 09/2011 to 06/2019.
- Disputed bills from 09/2011 to 06/2022 may be considered to resolve the case. As per PVR report submitted by ESO No, III Bhawanipatna, there was a consumer no. 903613140133 which was disconnected from 08/2014 to 06/2022, one dummy meter no. LW349563 was wrongly updated with SC no. 903613140133. Now the said premises is availing power supply through SC no. 903613143145.
- As per billing database the average/provisional bill was served from 09/2011 to 06/2022, and the complainant was paid Rs.900/- on dtd. 10.01.2017, which construe that the complainant has availed power supply till 01/2017.

#### **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 withdraw the bill from 02/2017 to 06/2022.
- The complainant is directed to pay the balance outstanding arrear upto 12/2017.

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

  
K.K. PATTNAIK  
MEMBER (Fin.)

  
R.K. NAIK  
PRESIDENT

Copy to: -

1. Sri Ganga Naik, Repr. by Sri Dhanesh Naik, At- Sirliguda, Po- Bandelguda, Ps- Bhawanipatna, Dist- Kalahandi.
2. EE, Elect. Sub Division Office, 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.”**