



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 PATTAIAK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 106^(S) Dated, the 30.04.2025

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-203/2025																			
2	Complainant/s	Name & Address Sri Sanasuta Naik, Repr. By Sri Banti Naik, At-Sirliguda, Po-Bandelguda, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1314-1081	Contact No. 79782-82955																	
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE Elect. SD 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 & 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 & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) -	
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	21.04.2025																			
9	Date of Order	30.04.2025																			
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 Sanasuta Naik, Repr. By Sri Banti Naik, At-Sirliguda, Po-Bandelguda, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. SD No-II, Bhawanipatna, TPWODL,

Complaint Case No. BPT-203/2025

Sri Sanasuta Naik,
Repr. By Sri Banti Naik,
At-Sirliguda, Po-Bandelguda,
Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No.9033-1314-1081

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sanasuta Naik, Repr. By Sri Banti Sahu, 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 Kesinga on dt. 28.04.2025, 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- **9036-1314-1081** under EE Elect. SD, No-II, BPT.
- 2) As complained by the complainant the bill was served
- 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. SD, No-II, BPT) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 30-04-2025
- 2) Bill details from: 06/2013 to 06/2023
- 3) Date of supply: 24.09.2012
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No – LW200326
- 7) Installed on: 29.04.2019 with IMR "0"
- 8) CMR: KWH on
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE Elect. SD, No-II, BPT as follows:
 - As per PVR report it is found that, the said consumer's premises has been availing power supply through a new connection vide SC NO. 9036-1314-3147 in the name of SANTI DEI and consumer was not availing power supply from Nov-2020 to Jun-2022 through SC NO.9036-1314-1081. Disputed bills from Nov-2020 to Jun-2022 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 submitted that as per PVR report it is found that, they said consumer's premises has been availing power supply through a new connection vide SC NO. 9036-1314-3147 in the name of SANTI DEI and consumer was not availing power supply from Nov-2020 to Jun-2022 through SC NO.9036-1314-1081. Disputed bills from Nov-2020 to Jun-2022 is to be considered to resolve the case.
- As per billing database provisional bill was served from 12/2019 to 06/2022. As another service connection was released in the month of 10/2020, so the provisional bill raised against SC NO.9036-1314-1081 shall be withdrawn from the period 11/2020 to 06/2022.

ORDER

30.04.2025

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 11/2020 to 06/2022.

The case is disposed of accordingly.

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

Compliance Month-May-25

Arup
40/4/25
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

Arup
30-4-25
A.K. PATRA
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Sanasuta Naik, Repr. By Sri Banti Sahu, At-Sirliguda, Po-Bandelguda Ps-Bhawanipatna, Dist- Kalahandi.
2. EE Elect. SDO, No-II, BPT. 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