



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/ 959

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-165/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Dhanpati Harijan, Repr. By Sri Markanda Harijan, At/Po-Kamthana, Ps-Bhawanipatna, Dist.-Kalahandi.	9036-1318-0292	97776-71890																								
3	Respondent/s	Name	Division																									
		Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.	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) <u>155</u></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) <u>155</u>	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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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 Dhanpati Harijan, Repr. By Sri Markanda Harijan, At/Po-Kamthana, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-165/2025

Sri Dhanpati Harijan,
Repr. By Sri Markanda Harijan,
At/Po-Kamthana,
Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1318-0292

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dhanpati Harijan, Repr. by Sri Markanda Harijan, At/Po-Kamthana, 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- **9036-1318-0292** under EE, Elect. Sub Division Office, Noi. II, Bhawanipatna.
- 2) As complained by the complainant that bill was served from 12/2018 to 12/2021 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, Noi. II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28/03/2025
- 2) Bill details from: 05/2005 to 12/2021



- 3) Date of supply: 28/04/2005
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – TWST15000454
- 7) Installed on: 28/03/2025 with IMR "0"
- 8) CMR: 1 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, Noi. II, Bhawanipatna as follows:
 - Abnormal provisional bills were served to the consumer from 05/2005 to 12/2021.
 - Disputed bills from 12/2005 to 12/2021 may be considered to resolve the case. As per PVR report submitted by ESO No. III, Bhawanipatna, it is found that the consumer was not availing power supply from 12/2018 to 12/2021, So energy of the said period may be waived.

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 Abnormal provisional bills were served to the consumer from 05/2005 to 12/2021.
- Disputed bills from 12/2005 to 12/2021 may be considered to resolve the case. As per PVR report submitted by ESO No. III, Bhawanipatna, it is found that the consumer was not availing power supply from 12/2018 to 12/2021.
- As per billing database some bill was served in high consumption meter reading during the period from 12/2014 to 04/2017, which seems suppress meter reading. And provisional/average bill was served from 05/2017 to 12/2021.

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 12/2014 to 04/2017 with IMR "0" Kwh on 12/2014 and FMR "5479 on 04/2017.
- To revise the bill from 05/2017 to 11/2018 by taking 6 months average consumption of present meter installed on 28.03.2025.
- To withdraw the bill from 12/2018 to 12/2021 excluding fixed charges.





The case is disposed of accordingly.

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

Compliance Month-October-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 Dhanpati Harijan, Repr. by Sri Markanda Harijan, At/Po- Kamthana, 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."