



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/ 1014^{CS}

Dated, the 29.03.2025

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-121/2025																										
2	Complainant/s	Name & Address Sri Jugal Kishor Naik, At-Uchhala, Po-Jaipatna, Ps-Jaipatna, Dist.-Kalahandi.	Consumer No 9040-0102-0350	Contact No. 82493-57176																								
3	Respondent/s	Name Sri Abhiram Sahoo (Jr. Manager (Fin)), Repr. For Sri Aryapran Siladitya Samal, EE KWED, Bhawanipatna, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"><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 border="1"><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>																		
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8	Date(s) of Hearing	11.03.2025																										
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: Charbahal
Appeared:

1. **For the Complainant** – Sri Jugal Kishor Naik, At-Uchhala, Po-Jaipatna, Ps-Jaipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Abhiram Sahoo (Jr. Manager (Fin), Repr. For Sri Aryapran Siladitya Samal, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-121/2025

Sri Jugal Kishor Naik,
At-Uchhala, Po-Jaipatna,
Ps-Jaipatna,
Dist.-Kalahandi.

Con. No. 9040-0102-0350

COMPLAINANT

Sri Abhiram Sahoo (Jr. Manager (Fin),
Repr. For Sri Aryapran Siladitya Samal
EE KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Jugal Kishor Naik, At- Uchhala, Po/Ps- Jaipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Charbahal on dt. 11.03.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.5 KW having consumer no- **9040-0102-0350** under EE, KWED Bhawanipatna.
- 2) As complained by the complainant that the bill was generated during the TR burnt period from 03/2022 to 02/2024.
- 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, KWED Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 20/03/2025
- 2) Bill details from: 12/2013 to 02/2025
- 3) Date of supply: 02/11/2013



- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2.5 KW
- 6) Meter No – 10057060
- 7) Installed on: 03/2024 with IMR 0
- 8) CMR: 4436 KWH on 20/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED Bhawanipatna as follows:
 - The consumer was billed on OL basis from the date of power supply to 02/2024 as per database.
 - As per report of ESO/SDO the transformer of the consumer was burnt from 03/2022 to 02/2024.

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 the consumer was billed on OL basis from the date of power supply to 02/2024 as per database.
- As per report of ESO/SDO the transformer of the consumer was burnt from 03/2022 to 02/2024.
- As per billing database the provisional/average bill was served during the period from 11/2013 to 02/2024.

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 03/2022 to 02/2024, excluding the fixed charges as the transformer was burnt during the above period.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by April-25 by 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

Page 3 | 4

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Jugal Kishor Naik, At- Uchhala, Po/Ps- Jaipatna, Dist- Kalahandi.
2. EE, KWED, 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