



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/ 10035

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-123/2025																										
2	Complainant/s	Name & Address Sri Subendu Kumar Panda, Repr. By Sri Purna Chandra Naik, At/po-Majhiguda, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9040-0102-0369	Contact No. 82494-06757																								
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><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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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 Subendu Kumar Panda, Repr. By Sri Purna Chandra Naik, At/po-Majhiguda, Ps-Koksara, 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-123/2025

Sri Subendu Kumar Panda,
Repr. By Sri Purna Chandra Naik,
At/po-Majhiguda,
Ps-Koksara,
Dist.-Kalahandi.

Con. No. 9040-0102-0369

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 Subendu Kumar Panda Repr. by Sri Purna Chandra Naik, At/Po- Majhiguda, Ps- Koksara, 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- **9040-0102-0369** under EE, KWED Bhawanipatna .
- 2) As complained by the complainant that the provisional/average bill was generated from 01/2014 to 11/2023.
- 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: 14/03/2025
- 2) Bill details from: 06/2016 to 02/2025



- 3) Date of supply:
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2.5 KW
- 6) Meter No – 10055184
- 7) Installed on: 11/2023 with IMR "0"
- 8) CMR: 3056 KWH on 14/03/2025
- 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 PL basis from 05/2024 to 10/2023 as per database.
 - The meter was changed in 11/2023. After meter changed to as on date the bill was on actual basis.

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 PL basis from 05/2024 to 10/2023 as per database.
- The meter was changed in 11/2023. After meter changed to as on date the bill was on actual basis.
- As per billing database the provisional/average bill was served from 01/2014 to 11/2023.

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 revise the bill from 12/2021 to 11/2023 by taking one-year average consumption of present meter (i.e., IMR "226" Kwh on 12/2023 and FMR "1694" Kwh on 11/2024).


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. PATTAIAK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna
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R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Subendu Kumar Panda Repr. by Sri Purna Chandra Naik, At/Po- Majhiguda, Ps-Koksara, 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