



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/ 888⁽⁵⁾

Dated, the 31.01.2025

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-01/2025																										
2	Complainant/s	Name & Address Sri Tapan Kumar Patel, At/Po-Paruaguda, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9040-0102-0971	Contact No. 94391-20380																								
3	Respondent/s	Name Sri Jayanta Kumar Swain (AFM), 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	07.01.2025																										
9	Date of Order	31.01.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any	Nil																										

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Kalampur
Appeared:**

1. **For the Complainant** – Sri Tapan Kumar Patel, At/Po-Paruaguda, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Jayanta Kumar Swain (AFM), Repr. For Sri Aryapran Siladitya Samal, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-01/2025

Sri Tapan Kumar Patel,
At/Po-Paruaguda,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No. 9040-0102-0971

COMPLAINANT

Sri Jayanta Kumar Swain (AFM),
Repr. For Sri Aryapran Siladitya Samal
EE KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Tapan Kumar Patel, At/Po- Paruaguda, Ps- Kalampur Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt. 07.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- **9040-0102-0971** under EE, KWED, Bhawanipatna
- 2) As complained by the complainant that the consumer is willing to dismantle the 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, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29/01/2025
- 2) Bill details from: 04/2018 to 12/2024
- 3) Date of supply: 07/11/2016
- 4) Category: LT/Irrigation

5) Connected Load 4 KW

6) Meter No – WUV29543

7) Installed on: NA

8) CMR:

9) The meter status:

10) Facts of the complainant: Revision of bill

11) As written version submitted by EE, KWED, Bhawanipatna as follows:

- The consumer was billed on average/provisional basis from the date of power supply to 06/19.
- The consumer was disconnected from 07/19 to 03/21.
- The consumer was reconnected in 12/2022.
- The consumer was billed on average basis from 12/2022 to 10/2024 due to defective meter.
- Again, the consumer was disconnected in 11/2024.
- As per report from ESO the consumer was disconnected from 01/2023 to 12/2024.

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 submitted that the consumer was billed on average/provisional basis from the date of power supply to 06/19.
- The consumer was disconnected from 07/19 to 03/21.
- The consumer was reconnected in 12/2022.
- The consumer was billed on average basis from 12/2022 to 10/2024 due to defective meter.
- Again, the consumer was disconnected in 11/2024.
- As per report from ESO the consumer was disconnected from 01/2021 to 12/2024.
- As per billing database the outstanding bill till 03/2021 was Rs. 8230.45, and the bill upto 03/2021 was paid by the complainant on 10/01/2023 and requested to dismantle the power supply. The security deposit amount was adjusted on dtd. 31.03.2022.

ORDER

31.01.2025

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 12/2022 to 12/2024 due to disconnection of power supply.
- To dismantle the service connection as consumer dose not want to continue further.

The case is disposed of accordingly.



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

Compliance Month-February-25


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Copy to: -

Grievance Redressal Forum
TPWODL, Bhawanipatna

1. Sri Tapan Kumar Patel, At/Po- Paruaguda, Ps- Kalampur 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.”