



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 9510 Dated, the 27.03.2025

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-73/2025																										
2	Complainant/s	Name & Address Sri Goiranga Dhangadamajhi, Repr. By Smt Himandri Dhangadamajhi, At- Sindikaguda, Po-Khaliabhata, Ps- Jaipatna, Dist.-Kalahandi.	Consumer No 9040-0102-1056	Contact No. 81444-09712																								
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) <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	14.02.2025																										
9	Date of Order	27.03.2025																										
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																								
11	Details of Compensation awarded, if any	Nil																										

CO- OPTED MEMBER

Co-Opted Member
GRF Bhawanipatna

MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Badkutru
Appeared:**

1. **For the Complainant** – Sri Goiranga Dhangadamajhi, Repr. By Smt Himandri Dhangadamajhi, At-Sindikaguda, Po-Khaliabhata, 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-73/2025

Sri Goiranga Dhangadamajhi,
Repr. By Smt Himandri Dhangadamajhi,
At-Sindikaguda, Po-Khaliabhata,
Ps-Jaipatna,
Dist.-Kalahandi.

Con. No. 9040-0102-1056

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Goiranga Dhangadamajhi, Repr. by Smt Himadri Dhangadamajhi, At-Sindikaguda, Po-Khaliabhata, Ps- Jaipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Badkutru on dt. 14.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation Pumping and Agriculture supply with CD of 4 KW having consumer no- **9040-0102-1056** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that the provisional bill was served from date of power supply to 08/2024.
- 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.

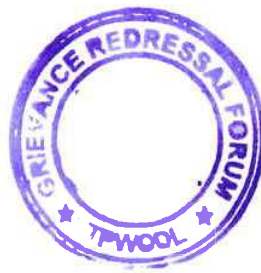
The complainant has prayed for:

To revise the provisional 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: 04/03/2025
- 2) Bill details from: 04/2018 to 01/2025



- 3) Date of supply: 25/07/2017
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No – TWSC59012076
- 7) Installed on: 25/09/2024 with IMR "0"
- 8) CMR: 601 KWH on 04/03/2025
- 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 date of power supply of the consumer 25.07.2017.
 - The Consumer was billed on PL basis from the date of power supply to Aug'24 as per database.
 - The new meter changed on 25.09.2024.

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 PL basis from the date of power supply to Aug'24 as per database.
- The new meter changed on 25.09.2024.
- As per billing database the provisional bill was served from date of power supply to 08/2024.

ORDER

27.03.2025

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 10/2022 to 09/2024 by taking 1 year average consumption new meter installed on on 09/2024.

The case is disposed of accordingly.

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

Compliance Month-September-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna
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R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Goiranga Dhangadamajhi, Repr. by Smt Himadri Dhangadamajhi, At-Sindikaguda, Po-Khaliabhata, 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