



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/ 9419 Dated, the 28.02.2025

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-86/2025																										
2	Complainant/s	Name & Address Sri Narendra Bag, At-Bagdungri, Po-Atigaon, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9040-0102-1103	Contact No. 95836-41673																								
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) -		
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) -																												
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																		
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																												
8	Date(s) of Hearing	18.02.2025																										
9	Date of Order	28.02.2025																										
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: Junagarh

Appeared:

1. **For the Complainant** – Sri Narendra Bag, At-Bagdungri, Po-Atigaon, Ps-Junagarh, 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-86/2025

Sri Narendra Bag,
At-Bagdungri, Po-Atigaon,
Ps-Junagarh,
Dist.-Kalahandi.

Con. No. 9040-0102-1103

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 Narendra Bag, At-Bagdungri, Po- Atigaon, Ps- Junagarh, 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 Junagarh on dt. 18.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his HT/Irrigation Pumping & Agriculture supply with CD of 7.50 KW having consumer no- **9040-0102-1103** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that bill was raised average basis from 2019 to till date, due to transformer burnt.
- 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 withdraw the average 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: 28/02/2025
- 2) Bill details from: 04/2018 to 04/2022
- 3) Date of supply: 20/11/2016
- 4) Category: HT/Irrigation Pumping and Agriculture
- 5) Connected Load: 7.50 KW



6) Meter No – WSC33215

7) Installed on: NA

8) CMR: NA

9) The meter status: Burnt

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 20.11.2016.
- The Consumer was billed on PL basis from the date of power supply to April'22 as per database. there after the consumer was in bill stop.
- As per report of ESO/SDO the transformer was burnt from March'2019 to 18.02.2025.

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 provisional billing during the transformer burnt period, i.e., from 03/2019 to 18.02.2025.
- The OP submitted that; the consumer was billed on PL basis from the date of power supply to April'22 as per database. there after the consumer was in bill stop.
- As per report of ESO/SDO the transformer was burnt from March'2019 to 18.02.2025.
- As per billing database the provisional bill was served from date of power supply to 04/2022. And bill was stopped thereafter. And security amount was adjusted against EC bill on dtd. 20.02.2024.

ORDER

28.02.2025

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 instal transformer and meter immediately in co-operation with MRT.
- To withdraw the bill from 03/2019 to 04/2022 (excluding fixed charges)..
- The complainant is directed to pay the balance outstanding bill and security amount as appropriate as per regulation 144 of condition of supply code, 2019 of OERC.

The case is disposed of accordingly.

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

Compliance Month-March-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)

MEMBER(FIN)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to:-

1. Sri Narendra Bag, At-Bagdungi, Po- Atigaon, Ps- Junagarh, 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