



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/ 8725 Dated, the 31.01.2025

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

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|--|--|---|---|----------------------------|---|---|---|--|--|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BPT-12/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Durjan Majhi, Repr. By Sri Bhubane Majhi, At-Amurlapadar, Po-Naktikani, Ps-Golamunda, Dist.-Kalahandi. | Consumer No 9040-0102-1194 | Contact No. 63729-51735 | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 09.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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: Golamunda

Appeared:

1. **For the Complainant** – Sri Durjan Majhi, Repr. By Sri Bhubane Majhi, At-Amurlapadar, Po-Naktikani, Ps-Golamunda, 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-12/2025

Sri Durjan Majhi,
Repr. By Sri Bhubane Majhi,
At-Amurlapadar, Po-Naktikani,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No. 9040-0102-1194

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 Durjan Majhi Repr. by Sri Bhunane Majhi, At-Amurlapadar, Po- Naktikani, Ps- Kegaon Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Golamunda on dt. 09.01.2025, 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- **9040-0102-1194** under EE, KWED, Bhawanipatna
- 2) As complained by the complainant that excess unit were charged due faulty of meter.
- 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: 05/2018 to 12/2024
3) Date of supply: 22/09/2017
4) Category: LT/ Irrigation
5) Connected Load 4 KW
6) Meter No – TWSC10066146
7) Installed on: 22/11/2024 with IMR "0"
8) CMR:
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 defective period average billing may be revised as per the average consumption of new meter installed.

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 basis from the date of power supply to 04/2022, and the consumer was billed on actual basis from 04/2022 to 11/2023, again the consumer was billed in faulty meter reading from 12/2023 to 10/2024, and another meter was changed in 22.11.2024 and the consumer was billed on average basis in 11/2024 and actual basis in 12/2024.
- As per billing database the new meter was installed on 22.11.2024.
- As per billing database bill revision done from 04/2022 to 05/2024 as per photo reading with FMR "1666" on dt 26.07.2024 with a credit sundry of Rs. 21370.28.

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 revise the bill from 06/2024 to 11/2024 by taking one-year average consumption of present meter installed on dt. 22.11.2024

The case is disposed of accordingly.

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

Compliance Month-December-25


B. NAIK
Co-Opted Member

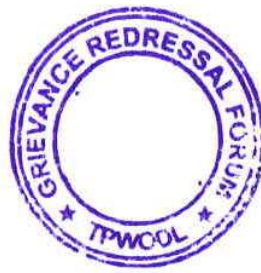

K.K. PATNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna





Copy to: -

1. Sri Durjan Majhi Repr. by Sri Bhunane Majhi, At- Amurlapadar, Po- Naktikani, Ps- Kegaon 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