



# 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/ 869(s)

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-41/2025																										
2	Complainant/s	Name & Address Sri Nikunja Bihari Panda, Repr. By Sri Ananta Kumar Panda, At-Badkenduguda, Po-Dudkathenga, Ps-Ampani, Dist.-Kalahandi.	Consumer No 9040-0102-1448	Contact No. 99374-76771																								
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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</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																		
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8	Date(s) of Hearing	21.01.2025																										
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

MEMBER (Fin.)

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: Koksara**  
**Appeared:**

1. **For the Complainant** – Sri Nikunja Bihari Panda, Repr. By Sri Ananta Kumar Panda, At-Badkenduguda, Po-Dudkathenga, Ps-Ampani, 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-41/2025**

Sri Nikunja Bihari Panda,  
Repr. By Sri Ananta Kumar Panda,  
At-Badkenduguda, Po-Dudkathenga,  
Ps-Ampani,  
Dist.-Kalahandi.

**Con. No. 9040-0102-1448**

**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 Nikunja Bihari Panda Repr. by Sri Ananta Kumar Panda, At- Badkenduguda, Po- Dudkathenga, Ps- Ampani Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Koksara on dt. 21.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.5 KW having consumer no- **9040-0102-1448** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that the bill has raised without power supply since 09/2017 to 12/2024.
- 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 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: 30/01/2025
- 2) Bill details from: 12/2018 to 12/2024.



- 3) Date of supply: 10/09/2017
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2.5 KW
- 6) Meter No – TPU007754
- 7) Installed on: 19/10/2021 with IMR "0"
- 8) CMR: .....
- 9) The meter status: Disconnected
- 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 basis from the date of power supply to 10/2021.
  - The new meter installed in 11/2021.
  - The consumer was billed on actual basic from date of meter change to 03/2022 on actual basis. again, the consumer was billed on average basis from 04/2022 to 04/2023 and the consumer was billed only fix charges from 05/2023 to 12/2024.
  - The consumer was disconnected from 22/06/2023.
  - As per report from ESO the transformer was burnt from 09/2017 to till date.

#### **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 10/2021. And the new meter installed in 11/2021.
- The consumer was billed on AC basic from date of meter change to 03/2022 on AC basis. again, the consumer was billed on average basis from 04/2022 to 04/2023 and the consumer was billed only fix charges from 05/2023 to 12/2024.
- As per report from ESO the transformer was burnt from 09/2017 to till date.
- The consumer was disconnected from 22/06/2023.
- The transformer was burnt from the date of supply to till date it seems that the consumer has not availed the power supply.

#### **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 09/2018 to 12/2024 as the consumer was not availed the power supply.
- Power supply should be restored by replacing the burnt transformer.



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

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Nikunja Blhari Panda Repr. by Sri Ananta Kumar Panda, At- Badkenduguda, Po- Dudkathenga, Ps- Ampani 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.”**