



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/ 896⁹

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-39/2025																										
2	Complainant/s	Name & Address Sri Khetramohan Sahu, Repr. By Sri Sambhu Prasad Sahu, At/Po-Koudola, Ps-Ampani, Dist.-Kalahandi.	Consumer No 9040-0102-1484	Contact No. 97765-69674																								
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) <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	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

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 Khetramohan Sahu, Repr. By Sri Sambhu Prasad Sahu, At/Po-Koudola, 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-39/2025

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

Con. No. 9040-0102-1484

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 Khetramohan Sahu Repr. by Sri Sambhu Prasad Sahu, At/Po- Kaudola, 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 4 KW having consumer no- **9040-0102-1484** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that the bill was raised though there was no power supply due to theft of cables from 11/2018 to 04/2024.
- 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: 05/08/2018

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- 4) Category: LT/Irrigation Pumping and Agriculture
 - 5) Connected Load 4 KW
 - 6) Meter No – 10055072
 - 7) Installed on: 12/05/2024 with IMR “365.75”
 - 8) CMR:NA
 - 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 consumer was billed on average basis from the date of power supply to 04/2024.
 - The meter changed on 12/05/2024.
 - The consumer was bill on AC basis from date of meter changed to 12/2024.
 - As per report from ESO the bill may be withdrawn excluding FC from 11/2018 to 04/2024 due to stolen of motor.

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 stated that the consumer was billed on average basis from the date of power supply to 04/2024.
- The meter changed on 12/05/2024.
- The consumer was bill on AC basis from date of meter changed to 12/2024.
- As per billing database average/provisional bill was served to the complainant from 11/2018 to 11/2023. As the complainant has submitted a FIR report that the cable was stolen on 16.11.2018.

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 excluding the fixed charges from 11/2018 to 11/2023 due to stolen of cable.

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

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -



1. Sri Khetramohan Sahu Repr. by Sri Sambhu Prasad Sahu, At/Po- Kaudola, 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."

GRF BHAWANIPATNA

MEMBER
Grievance Redressal Forum
TPWODL, Burla