



## 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/ 876<sup>Q</sup>

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-16/2025																										
2	Complainant/s	Name & Address Sri Tuna Chhatra, Repr. By Sri Gobind Chhatra, At-Sinapali, Po-Kagaon, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9040-0102-1560	Contact No. 79043-23974																								
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 border="1"><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 border="1"><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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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 Tuna Chhatria, Repr. By Sri Gobind Chhatria, At-Sinapali, Po-Kagaon, Ps-Kegaon, 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-16/2025**

Sri Tuna Chhatria,  
Repr. By Sri Gobind Chhatria,  
At-Sinapali, Po-Kagaon,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9040-0102-1560**

**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 Tuna Chhatria Repr. by Sri Govind Chhatria, At- Sinapali Po- Kegaon, Ps- Kegaon Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant 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- **9040-0102-1560** under EE, KWED, Bhawanipatna
- 2) As complained by the complainant that abnormal excess bill was served from 10/2022 to 12/2022.
- 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: 02/2019 to 12/2024
  - 3) Date of supply: 10/05/2018
  - 4) Category: LT/Irrigation
  - 5) Connected Load 4 KW
  - 6) Meter No – TPU040711
  - 7) Installed on: 06/06/2022 with IMR "0"
  - 8) CMR: 1137 Kwh as on 29/01/2025
  - 9) The meter status: Ok
  - 10) Facts of the complainant: Revision of bill
  - 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
    - As per meter changed in 06/2022 and it was reflected in database in 12/2022. the bill may be recasted from 06/2022 to 03/2023 and the average billing from 06/2020 to 05/2022 may be revised as per average consumption of new meter.

#### **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 11/2022, and the new meter was installed in 04.06.2022 but in 12/2022 the new meter was reflected in data base. And the consumer was billed on actual basis from 01/2023 to 09/2024 and 10/2024 to 12/2024 billed only fixed charges.
- As per billing database some bill was raised in high consumption meter reading during the period from 06/2022 to 02/2023, which seems suppress meter reading. And average bill was served from 05/2018 to 05/2022.

#### **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 recast the bill from 06/2022 to 03/2023 with IMR "0" Kwh on 06/2022 and FMR "1038" Kwh on 03/2023.
- To revise the bill from 06/2020 to 05/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 06/2022 and FMR "1041" Kwh on 09/2023).

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

Copy to: -

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

1. Sri Tuna Chhatria Repr. by Sri Govind Chhatria, At- Sinapali Po- Kegaon, 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."**