



## 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/ 915

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-85/2025																										
2	Complainant/s	Name & Address Pera Kata, Repr. By Sri Shyam Kata, At/Po-Rengasapali, Ps-Golamunda, Dist.- Kalahandi.	Consumer No 9042-4318-0499	Contact No. 93462-87855																								
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, EE Elect. I/C Sub-Division Junagarh, 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 <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	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  
Co-Opted Member

Grievance Redressal Forum  
TPWODL, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: Junagarh**  
**Appeared:**

1. **For the Complainant** – Pera Kata, Repr. By Sri Shyam Kata, At/Po-Rengasapali, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, EE Elect. I/C Sub-Division Junagarh, TPWODL.

**Complaint Case No. BPT-85/2025**

Pera Kata,  
Repr. By Sri Shyam Kata,  
At/Po-Rengasapali,  
Ps-Golamunda,  
Dist.-Kalahandi.

**Con. No. 9042-4318-0499**

**COMPLAINANT**

Sri Manoj Kumar Pattnaik,  
EE Elect. I/C Sub-Division Junagarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Pera Kata Repr. by Sri Shyam Kata, At/Po- Rengasapali, Ps-Golamunda Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during 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 LT/Domestic supply with CD of 0.04 KW having consumer no- **9042-4318-0499** under EE, Elect. I/C SDO Junagarh.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 04/2022 and 03/2023.
- 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, Elect. I/C SDO Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 25/02/2025
- 2) Bill details from: 04/2018 to 01/2025



- 3) Date of supply: 12/03/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWSP51183113
- 7) Installed on: 30/05/2024 with IMR "0"
- 8) CMR: 60 KWH on 25/02/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. I/C SDO Junagarhas follows:
  - Consumer has dispute regarding high bill in between 03/2018 to 08/2023 and average bills from 08/2023 to 05/2024.

#### **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 Consumer has dispute regarding high bill in between 03/2018 to 08/2023 and average bills from 08/2023 to 05/2024.
- As per billing database 1854 units and 1848 units were bills for the month of 04/2022 and 03/2023, respectively which seems to be suppressed meter reading.

#### **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 recast the bill from 03/2018 to 08/2023 by taking IMR "0" kwh on 03/2018 and FMR "4693" kwh on 08/2023.
- To revise the bill from 09/2023 to 05/2024 by taking IMR "0" kwh on 06/2024 and FMR "60" kwh on 11/2024.
- To withdraw the earlier bill revision on date 02/09/2023.

The case is disposed of accordingly.

**Compliance report must be submitted to the Forum by March-25 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

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT

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



Copy to: -

1. Pera Kata Repr. by Sri Shyam Kata, At/Po- Rengasapali, Ps- Golamunda Dist- Kalahandi.
2. EE, Elect. I/C SDO JunagarhTPWODL.
3. EE, KWED, Bhawanipatna. TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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