



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 861⁹

Dated, the 28.01.2025

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-04/2025																											
2	Complainant/s	Name & Address Sri Pabitra Mohan Dandasena, Repr. By Sri Upendra Dandasena, At/Po-Kalampur, Ps-Kalampur, Dist.-Kalahandi.		Consumer No 9042-4405-0141	Contact No. 76829-24580																								
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 & 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) -		
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) -																													
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																		
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																													
8	Date(s) of Hearing	07.01.2025																											
9	Date of Order	28.01.2025																											
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 Pabitra Mohan Dandasena, Repr. By Sri Upendra Dandasena, At/Po-Kalampur, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, EE Elect. I/C Sub-Division Junagarh, TPWODL.

Complaint Case No. BPT-04/2025

Sri Pabitra Mohan Dandasena,
Repr. By Sri Upendra Dandasena,
At/Po-Kalampur,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No. 9042-4405-0141

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pabitra Mohan Dandasena, Repr. by Sri Upendra Dandasena At/Po- Kalampur, Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt. 07.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 0.50 KW having consumer no- **9042-4405-0141** under EE, Elect. I/C Sub-Division Junagarh.
- 2) As complained by the complainant that the provisional/average bill was served during the period from 03/2019 to 12/2024. And change the category.
- 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 Sub-Division Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 27/01/2025
- 2) Bill details from: 04/2003 to 12/2024



- 3) Date of supply: 27/07/2001
- 4) Category: LT/General Purpose
- 5) Connected Load 0.50 KW
- 6) Meter No – LW218612
- 7) Installed on: 28/01/2019 with IMR "1"
- 8) CMR: 5787 Kwh as on 27/01/2025
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. I/C Sub-Division Junagarh as follows:
 - Consumer has dispute regarding bills prior to meter change i.e 09/2015 to 01/2019.

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 Consumer has dispute regarding bill prior to meter change i.e. 09/2015 to 01/2019.
- As per billing database some bill was raised in high consumption meter reading during the period from 03/2019 to 12/2024. Which seems suppress meter reading. And as per PVR the power supply was used for domestic purpose.

ORDER

28.01.2025

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 02/2019 to 12/2024 with IMR "0" Kwh on 03/2019 and FMR "5764" Kwh on 12/2024.
- To change the category from LT/GP to LT/Domestic with immediate effect.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by February-25 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. PATNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pabitra Mohan Dandasena, Repr. by Sri Upendra Dandasena At/Po- Kalampur, Ps- Kalampur, Dist- Kalahandi.
2. EE, Sub-Division Junagarh. 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