



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1126⁹ Dated, the 30.07.2025

Er. Achyutananda Meher	-	President
Sri Kamala Kanta Pattnaik	-	Member (Finance)
Sri Bhairaba Naik	-	Co-Opted Member

1	Case No.	Complaint Case No. BPT-233/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Late Rupsingh Sinha, Repr. By Sri Chainlal Sinha, At-Mungarpali, Po-Khariar Road, Ps-Khariar Road, Dist.-Nuapada.	9060-0101-1242	99934-01372	
3	Respondent/s	Name Sri Akshya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.		Division Nuapada Electrical Division, TPWODL	
4	Date of Application				
5	In the matter of-	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	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>			
8	Date(s) of Hearing	11.06.2025			
9	Date of Order	30.07.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Late Rupsingh Sinha, Repr. By Sri Chainlal Sinha, At-Mungarpali, Po-Khariar Road, Ps-Khariar Road, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Late Rupsingh Sinha, Repr. by Sri Chainlal Sinha, At-Mungarpali, Po/Ps-Khariar Road, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Khariar Road on dt. 11.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation Pumping & Agriculture supply with CD of 2.5 KW having consumer no- **9060-0101-1242** under EE, NED, Nuapada.
- 2) As complained by the complainant that the provisional bill was served during disconnection period since 01/2010.
- 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, NED, Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Test Report: 26/06/2025
- 2) Bill details from: 04/2007 to 03/2021
- 3) Date of supply: 30.01.2007
- 4) Category: LT/Irrigation Pumping & Agriculture
- 5) Connected Load 2.5 KW
- 6) Meter No – No meter at site
- 7) Installed on:
- 8) CMR:
- 9) The meter status: No meter at site
- 10) Facts of the complainant:
- 11) As written version submitted by EE, NED, Nuapada as follows:
 - The Consumer was billed on provisional basis from 04/2007 to 12/2014; The line was disconnected since 01/2010. As per PVR report of MMG, Khariar Road presently there is no meter found at site.



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 provisional basis from 04/2007 to 12/2014 and the line was disconnected since long. As per PVR report of MMG, Khariar Road presently there is no meter found at site.
- As per billing database the provisional bill was issued from 04/2007 to 12/2014, and the line was disconnected from 01/2015. The complainant was paid the EC bill till 07/2011, it was construed that the complainant was availed the power supply till 07/2011.

ORDER

30.07.2025

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 08/2011 to 12/2014.
- The complainant is directed to pay the outstanding arrear bill till 07/2011.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **August-25** by the opposite party after compliance otherwise it will be treated as non-compliance.


Compliance Month-August-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Late Rupsingh Sinha, Repr. by Sri Chainlal Sinha, At-Mungarpali, Po/Ps-Khariar Road, Dist- Nuapada.
2. EE, NED, Nuapada, 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."