



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/ 921st

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-65/2025																			
2	Complainant/s	Name & Address Sri Brijlal Sahu, At-Tenganabasa, Po-Samarsinghi, Ps-Lakhna, Dist.-Nuapada.	Consumer No 9060-0101-4031	Contact No. 63708-89851																	
3	Respondent/s	Name Sri Akshaya 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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="8"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	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	12.02.2025																			
9	Date of Order	28.02.2025																			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																	
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: Nuapada

Appeared:

1. **For the Complainant** – Sri Brijlal Sahu, At-Tenganabasa, Po-Samarsinghi, Ps-Lakhna, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal (JFM), Repr. For Sri Sukhyat Dev Parida, EE, NED, Nuapada, TPWODL.

Complaint Case No. BPT-65/2025

Sri Brijlal Sahu,
At-Tenganabasa, Po-Samarsinghi,
Ps-Lakhna,
Dist.-Nuapada.

Con. No. 9060-0101-4031

COMPLAINANT

Sri Akshaya Kumar Samal (JFM),
Repr. For Sri Sukhyat Dev Parida
EE, NED, Nuapada,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Brijlal Sahu, At- Tegnabasa, Po- Samarsinghi, Ps- Lakra Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 12.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2 KW having consumer no- **9060-0101-4031** under EE, NED Nuapada.
- 2) As complained by the complainant that excess provisional bills were served.
- 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) MMG Test Report: 25/02/2025
- 2) Bill details from: 01/2020 to 01/2025
- 3) Date of supply: 10/09/2019



- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2 KW
- 6) Meter No -10051300
- 7) Installed on: 12/02/2024 with IMR "0"
- 8) CMR: 995 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, NED Nuapada as follows:
 - The consumer complained provisional billing from 03/2022 to 12/2023. Consumer requested to consider of his provisional billing and for rectification of his bill amount.

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 complained provisional billing from 03/2022 to 12/2023. Consumer requested to consider of his provisional billing and for rectification of his bill amount.
- As per billing database the provisional bills were served from the date of supply. The meter installed on 12.02.2024.

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 revise the bill from 03/2022 to 01/2024 by taking one year consumption of meter install on 12/02/2024.

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 Grievance Redressal Forum TPWODL, Bhawanipatna	 K.K. PATTAIAK MEMBER (Fin.) MEMBER Grievance Redressal Forum TPWODL, Bhawanipatna	 R.K. NAIK PRESIDENT Grievance Redressal Forum TPWODL, Bhawanipatna
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Copy to: -

1. Sri Brijlal Sahu, At- Tengnabasa, Po- Samarsinghi, Ps- Lakra Dist- Nuapada.
2. EE, NED, 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