



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 8899

Dated, the 31.01.2025

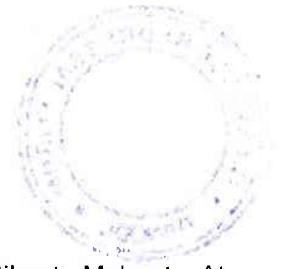
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-26/2025																										
2	Complainant/s	Name & Address The President Krishna-I P.P, Repr. by Sri Ratikanta Mahanty, At-Krishna, Po-Bhela, Ps-Komna, Dist.-Nuapada.	Consumer No 9060-0102-0281	Contact No. 99375-46298																								
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>✓</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) 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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6. Others																												
8	Date(s) of Hearing	17.01.2025																										
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 | 4  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Nuapada**  
**Appeared:**

1. **For the Complainant** – The President Krishna-I P.P, Repr. by Sri Ratikanta Mahanty, At-Krishna, Po-Bhela, Ps-Komna, 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-26/2025**

The President Krishna-I P.P,  
Repr. by Sri Ratikanta Mahanty,  
At-Krishna, Po-Bhela,  
Ps-Komna,  
Dist.-Nuapada.

**Con. No. 9060-0102-0281**

**COMPLAINANT**

Sri Akshaya Kumar Samal (JFM),  
Repr. For Sri Sukhyat Dev Parida  
SDO Elect. Khariar Road,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer The President Krishna-I P.P, Repr. by Sri Ratikanta Mahanty, At- Krishna, Po- Bhela, Ps- Komna, 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 Nuapada on dt. 17.01.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 3 KW having consumer no- **9060-0102-0281** under EE, NED Nuapada.
- 2) As complained by the complainant that the provisional/average bill was served from 06/2012 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, NED Nuapada) in its counter reply and course of hearing submitted as follows:

- 1) Smart meter installation/Replacement protocol sheet 06/01/2023



- 2) Bill details from: 12/2011 to 12/2024
- 3) Date of supply: 01/10/2011
- 4) Category: LT/Irrigation
- 5) Connected Load 9.50 KW
- 6) Meter No – 10026238
- 7) Installed on: 07/01/2023
- 8) CMR: Meter Defective
- 9) The meter status:
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, NED Nuapada as follows:
  - The consumer Complained though their written application attached herewith that they were not availed power supply from 2014 to 2019 also the letter from junior engineer LI section, Komna of Odisha lift irrigation has certified that the specific point was not operate due to change of water source and damage of head work since last 5 year i.e from 2014 to 2019 consumer requested to consider of his provisional billing for rectification of the same.

#### **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 following:

- The complainant reiterated for excess billing.
- The OP submitted that the consumer complained though their written application attached herewith that they were not availed power supply from 2014 to 2019 also the letter from junior engineer LI section, Komna of Odisha lift irrigation has certified that the specific point was not operate due to change of water source and damage of head work since last 5 year i.e from 2014 to 2019 consumer requested to consider of his provisional billing for rectification of the meter.
- As per billing database the provisional/average bill was served from 06/2012 to 12/2022.

#### **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 withdraw the bill from 12/2014 to 02/2019 (excluding fixed charges) as the consumer was not availed the power supply due to change the water source and damage of head works.

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

*Recd 31/1/25*  
**B. NAIK**  
Co-Opted Member

*SS*  
**K.K. PATNAIK**  
MEMBER (Fin.)  
**MEMBER**

*31/1/25*  
**R.K. NAIK**  
PRESIDENT

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

**PRESIDENT**  
CRF, Bhawanipatna

Copy to: -

1. The President Krishna-I P.P, Repr. by Sri Ratikanta Mahanty, At- Krishna, Po- Bhela, Ps- Komna, 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."**