



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTHAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1109^{CS} Dated, the 02.07.2025

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

1	Case No.	Complaint Case No. BPT-238/2025																										
2	Complainant/s	Name & Address Late Sachitananda Hota, Repr. By Sri Jyotiranjana Hota, At-Sagunbhadi, Po-Chatiguda, Ps-Sinapali, Dist.-Nuapada.	Consumer No 9061-3405-0134	Contact No. 91788-13569																								
3	Respondent/s	Name Sri Abhaya Kumar Padhi (OAG-II), Repr. For Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.	Division Nuapada Electrical Division, TPWODL																									
4	Date of Application																											
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6	Section(s) of Electricity Act, 2003 involved																											
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8	Date(s) of Hearing	20.06.2025																										
9	Date of Order	02.07.2025																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Boden
Appeared:

1. **For the Complainant** – Late Sachitananda Hota, Repr. By Sri Jyotiranjana Hota, At-Sagunbhadi, Po-Chatiaguda, Ps-Sinapali, Dist.-Nuapada.
2. **For the Respondent** – Sri Abhaya Kumar Padhi (OAG-II), Repr. For Sri Mohammad Haris, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-238/2025

Late Sachitananda Hota,
Repr. By Sri Jyotiranjana Hota,
At-Sagunbhadi, Po-Chatiaguda,
Ps-Sinapali,
Dist.-Nuapada.

Con. No. 9061-3405-0134

COMPLAINANT

Sri Abhaya Kumar Padhi (OAG-II),
Repr. For Sri Mohammad Haris,
SDO Elect. Khariar,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Late Sachitananda Hota, Repr. by Sri Jyotiranjana Hota, At-Sagunbhadi, Po-Chatiaguda, Ps-Sinapali, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Boden on dt. 20.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9061-3405-0134** under SDO Elect. Khariar.
- 2) As complained by the complainant that bill was served during disconnection period from 2014 to 2024.
- 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 (SDO Elect. Khariar) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 24/06/2025
- 2) Bill details from: 03/2001 to 05/2025
- 3) Date of supply: 01/01/1990



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWSP51094015
- 7) Installed on: 16.04.2024 with IMR “0”
- 8) CMR: 1912 KWH on 24/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar as follows:

- Based on the consumer's written application and the verification report submitted by the concerned section officer, it is most humbly submitted that the consumer had effectuated a residential migration from sinapali to khariar and had been availing electricity service under consumer Number 9061-2105-0298, pertaining to the khariar location, for the period commencing August-2014 through February-2023.
- It is important to underscore that during the said interval, the consumer was domiciled exclusively at the khariar premises and was being duly billed under the aforementioned consumer number, therefore, the billing raised against consumer number 9061-3405-0134 of sinapali, for the identical tenure, stands bereft of practical merit, as the consumer was demonstrably not in physical occupation of the sinapali premises.
- In consonance with the prevailing standard operation procedures (SOP), it is respectfully prayed that the billed amount levied against the sinapali consumer number be revised and/or waived, in the interest of administrative properness.

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 complainant was not present in their premises from 2015 to 2023, witnessed by the ESO, Sinapali by nearby neighbours and local line staffs etc.
- As per billing database the average bill was served from 01/2014 to 02/2024. And the complainant was paid till 06/2014. Which construed that the complainant was availing power supply till 06/2014.

ORDER **02.07.2025**

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 (Except fixed charges) from 07/2014 to 01/2024.

The case is disposed of accordingly.



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

Compliance Month-July-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Late Sachitananda Hota, Repr. by Sri Jyotiranjana Hota, At-Sagunbhadi, Po-Chatiaguda, Ps-Sinapali, Dist.-Nuapada.
2. SDO Elect. Khariar 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.”