



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/ 840¹⁵ Dated, the 27.01.2025

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-541/2024																										
2	Complainant/s	Name & Address Sri Tirtha Bagarti, Repr. By Sri Jogindra Bagarti, At-Dutta, Po-Salepali, Ps- M. Rampur, Dist- Kalahandi.	Consumer No 9030-0101-1822	Contact No. 95563-08357																								
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
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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	20.12.2024																										
9	Date of Order	27.01.2025																										
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: M. Rampur

Appeared:

1. **For the Complainant** – Sri Tirtha Bagarti, Repr. By Sri Jogindra Bagarti, At-Dutta, Po-Salepali, Ps- M. Rampur, Dist- Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-541/2024

Sri Tirtha Bagarti,
Repr. By Sri Jogindra Bagarti,
At-Dutta, Po-Salepali,
Ps- M. Rampur,
Dist- Kalahandi.

Con. No. 9030-0101-1822

COMPLAINANT

Sri Krushna Chandra Biswasray (Accountant),
Repr. For Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Tirtha Bagarti, Repr. by Sri Jogindra Bagarti, AT-Dutta, Po- Salepali, Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 20.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- **9030-0101-1822** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant excess that the average 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 provisional/average bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 25/12/2024
- 2) Bill details from: 02/2001 to 11/2024
- 3) Date of supply: 01/01/1990



- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No – TPU014047
- 7) Installed on: 26/03/2022 with IMR: "0"
- 8) CMR: 656 Kwh as on 25/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer was billed as defective from 03/2020 to 02/2022 so we may revise the bill from 03/2020 to 02/2022 by taking 12 months of new meter installed i.e from 03/2022 to 03/2023 as IMR-0 Kwh and FMR-700 Kwh.

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 as defective from 03/2020 to 02/2022 so we may revise the bill from 03/2020 to 02/2022 by taking 12 months of new meter installed i.e from 03/2022 to 03/2023 as IMR-0 Kwh and FMR-700 Kwh.
- As per database average bills were served due to without meter

ORDER

27.01.2025

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 revise the bill from 03/2020 to 02/2022 by taking IMR "0" Kwh on 03/2022 and FMR "700" Kwh as on 03/2023.

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

hukal 27/1/25
B. NAIK
Co-Opted Member

Co-Opted Member
CRF, Bhawanipatna

[Signature]
K.K. PATNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT

PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Sri Tirtha Bagarti, Repr. by Sri Jogindra Bagarti, AT- Dutta, Po- Salepali, Ps- M. Rampur, Dist- Kalahandi Mob. No- 95563-08357
2. EE, KEED, 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."