



# 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 252<sup>(S)</sup> Dated, the 22.04.2024

**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-68/2024		
2	Complainant/s	Name & Address Sri Sahadev Majhi, At/Po-Kantesir, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-3249	Contact No.
3	Respondent/s	Name Sri Kalyan Munda (I/C A.M(F&C)). Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	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) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	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		
8	Date(s) of Hearing	09.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Sahadev Majhi, At/Po-Kantesir, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)). Repr. Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-68/2024**

Sri Sahadev Majhi,  
At/Po-Kantesir,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No.9030-0101-3249**

**COMPLAINT**

Sri Kalyan Munda (I/C A.M(F&C)).  
Repr. For Sri Manas Ranjan Mati,  
EE KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**.....**  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sahadev Majhi, AT/P.O- Kantesir, Ps- Kesinga Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt.09.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ irrigation supply with CD of 2.50 KW having consumer no- **9030-0101-3249** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant his motor has been burnt for 2 years, still he was billed on the provisional basis.
- 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 withdraw the provisional bill was raised during motor burnt period.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR dtd. 03.03.2024
- 2) Bill details from April 2016 to January 2024



- 3) Date of supply 25.11.2015
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 2.50 KW
- 6) Meter No- TPU32586
- 7) Installed on: 31.12.2021 with IMR: "0"
- 8) CMR: 575 Kwh as on 03.03.2024
- 9) Meter Status: OK
- 10) Facts of the complainant: There is no such scope of bill revision.
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The consumer was complained earlier and GRF order was issued vide order no. 150/2023. The bill also revised for an amount of Rs. 22,178.88 and deducted from his bill on dtd. 29.01.2024.

### 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 withdraw the provisional bill was raised during motor burnt period. The OP submitted that the consumer was complained earlier and GRF order was issued vide order no. 150/2023. The bill also revised for an amount of Rs. 22,178.88 and deducted from his bill on dtd. 29.01.2024.


### ORDER 22.04.2024

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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATNAIK  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Sahadev Majhi, AT/P. O- Kantesir, Ps- Kesinga Dist- Kalahandi.
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."**