



## 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))

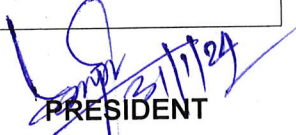
Memo No. GRF/BPT/Order/\_\_\_\_\_ Dated, the \_\_\_\_\_

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

1	Case No.	Complaint Case No. 189 /2023		
2	Complainant/s	Name & Address Sri Dharanidhar Mahapatra, Repr. By Prasanta Kumar Mahapatra At-Darpan Sagar, P.O-Bhawanipatna, P.S- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9030-0101-2778	Contact No. 93373-88604
3	Respondent/s	Name 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	√
		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	24.11.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)

Member (Fin.)  
GRF, Bhawanipatna

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

**Appeared:**

1. **For the Complainant** – Sri Dharanidhar Mahapatra, Repr. By Prasanta Kumar Mahapatra, At-Darpan Sagar, P.O-Bhawanipatna, P.S-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. 189/2023**

Sri Dharanidhar Mahapatra, Repr. By Prasanta Kumar Mahapatra  
At-Darpan Sagar,  
P.O-Bhawanipatna,  
P.S-Bhawanipatna,  
Dist.-Kalahandi.  
**Con. No. 9030-0101-2778**

**COMPLAINANT**

**-Versus-**

Sri Manas Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL,

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Dharanidhar Mahapatra Represented by Sri Prasanta Kumar Mahapatra, At: DarpanSagar Po- Bhawanipatna, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation Pumping and Agriculture supply with CD of 2.5 KW having consumer No. **9030-0101-2778** under EE, KEED, Bhawanipatna.
- 2) 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, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from June-2012 to October-2023
- 2) PVR
- 3) Date of supply: 17/06/2012
- 4) Category: LT/ Irrigation Pumping & Agriculture
- 5) Connected Load: 2.5 KW
- 6) Meter No: OEB04970
- 7) Installed on. 17.06.2012.
- 8) CMR: 25372 Kwh on dtd. 07.12.2023
- 9) As per written version submitted by EE, KEED. Bhawanipatna as follows:
  - The date of power supply is 17.06.2012. The consumer was billed as provisional from 06/2012 to 01/2014, 04/2014 to 01/2016, 01/2017 to 03/2021 and billed as average from 02/2016 to 11/2016 and 04/2021 to 06/2023.



### 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 provisional/average billing. The OP submitted that in the consumer was billed provisional/average basis in various periods and the consumer getting bill from 07/2023 on actual basis.

### **ORDER** **31.01.2024**

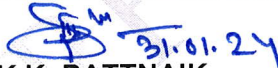
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To revise the bill by way of recasting from 06/2012 to 12/2023 with IMR "0" Kwh on 06/12 and FMR "25372" Kwh on 12/2023).

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

### Compliance Month- February-24.

  
K.K. PATTNAIK  
MEMBER (Fin.)  
Member (Fin.)

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to Bhawanipatna

1. Sri Dharanidhar Mahapatra Represented by Sri Prasanta Kumar Mahapatra, At: DarpanSagar Po- Bhawanipatna, 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.”

GRE BHAWANIPATNA