



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/ 244(S) Dated, the 18.04.2024

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-77/2024		
2	Complainant/s	Name & Address Sri Bhimsen Bhoi, Repr. By Sri Ghanteswar Bhoi, At-Pipalpada, Po-Rupra, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-2919	Contact No. 82603-40725
3	Respondent/s	Name Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, Repr. By Sri Kamalesh Kumar Pradhan, SDO Elect. Narla 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) <u>155</u> 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	15.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

Wadeep
18/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri
18.04.24
MEMBER (Fin.)
MEMBER | 3
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
18/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Bhimsen Bhoi, Repr. By Sri Ghanteswar Bhoi, At-Pipalpada, Po-Rupra, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, Repr. By Sri Kamalesh Kumar Pradhan, SDO Elect. Narla TPWODL.

Complaint Case No. BPT-77/2024

Sri Bhimsen Bhoi,
Repr. By Sri Ghanteswar Bhoi,
At-Pipalpada, Po-Rupra,
Ps-Kesinga,
Dist.-Kalahandi.
Con. No.9030-0101-2919

COMPLAINT

Sri Manas Ranjan Mati,
EE KEED, Bhawanipatna,
Repr. By Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhimsen Bhoi, Repr. By Sri Ghanteswar Bhoi, At-Pipalpada, PO-Rupra, 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 M. Narla on dt.15.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1.5 KW having consumer No- **9030-0101-2919** under EE KEED, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 04/2018 to 01/2023.
- 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 (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd. 02.03.2024.
- 2) Billing Abstract from June 2014 to January 2024
- 3) Date of supply: 15.03.2014



- 4) Category: LT/ Irrigation
- 5) Connected Load: 1.5 KW
- 6) Meter No- 300010625
- 7) Installed on 14.06.2022 with IMR: "0"
- 8) CMR: 267 Kwh on 02.03.2014
- 9) Meter Status: Ok
- 10) Fact of the complainant: The bill from 06/2014 to 01/2023 to be revised.
- 11) As written version submitted by EE KEED, Bhawanipatna.as follows:
 - The consumer was billed as defective from 04/2021 to 01/2023.

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 revise of his provisional/average billing was served from 06/2014 to 01/2023. The OP submitted that the consumer was billed as defective from 04/2021 to 01/2023.
- As per billing database the provisional adjustment has been considered for the period 05/2022 to 02/2023.

ORDER
18.04.2024

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:

- To revise the bill from 05/2020 to 04/2022 by taking average consumption of from 03/2023 with IMR "15" Kwh to 02/2024 with FMR "267" Kwh on 02/2024.

The case is disposed of accordingly.

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

Compliance Month- May-24.


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bhimsen Bhoi Rep .by Ghanteswar Bhoi, At- Pipalpada, Po-Rupra, Ps- Kesinga Dist. Kalahandi
2. SDO Elect. Narla, 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."