



## 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/ 93<sup>(s)</sup>

Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 212 /2023		
2	Complainant/s	Name & Address Sri Haider Ali Khan, At-Badli, Po-Kutrukhamar, Dist-Kalahandi.	Consumer No 9030-0101-3158	Contact No. 81447-94682
3	Respondent/s	Name Sri Manash Ranjan Mati EE, KEED Repr. By Kalyan Munda A.M(F & C) 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	13.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

*[Signature]*  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kutrukhamar

**Appeared:**

1. **For the Complainant** –Sri Haider Ali Khan, At-Badli, Po-Kutrukhamar, Dist-Kalahandi
2. **For the Respondent** – Sri Manash Ranjan Mati EE, KEED Repr. By Kalyan Munda A.M(F & C) TPWODL.

**Complaint Case No. 212/2023**

Sri Haider Ali Khan,  
At-Badli,  
Po-Kutrukhamar,  
Dist-Kalahandi.

**COMPLAINANT**

Con. No. 9030-0101-3158

**-Versus-**

Sri Manash Ranjan Mati EE, KEED  
Repr. By Kalyan Munda A.M(F & C)  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Haider Ali Khan, AT- Badli, P.O -Kutrukhamar, 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 supply with CD of 1.5 KW having consumer No. 9030-0101-3158 under SDO No II 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 withdraw the bill of LD 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



- 2) Date of supply: 28-Aug-2015
- 3) Billing Statement: December 2015 to May 2023
- 4) Category: LT/ Irrigation pumping and agriculture
- 5) Connected Load: 1.5 KW
- 6) Meter No: No meter found in the consumer premises
- 7) Installed on: NIL
- 8) CMR: NIL
- 9) Facts of the complainant:
- 10) As per written version submitted by SDO No II Bhawanipatna as follows:
  - The provisional/average bill was served from 02.2020 to 01.2022 for meter defective period.

### 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 billing raised during LD period. The complainant has lodged FIR regarding theft of material of his line to town police station on dtd 16 .07.2016 The OP submitted that the bill was stopped, and from 08/2015 to 03/2021 the consumer was served bill on provisional basis & from 04/2021 to 05/2023 the consumer was billed as defective.

### **ORDER** **01.02.2024**

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 withdraw the bill from 07/2016 to till 05/2023 as the material of line was theft and the line has been disconnected till date.
- 


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- August-24.**

  
**B. NAIK**  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
Member (Fin.)  
GRF, Bhawanipatna

  
**B.K. NAIK/24**  
**PRESIDENT**  
PRESIDENT  
GRF, Bhawanipatna





Copy to: -

1. Sri Haidar Ali Khan AT- Badli, P.O-Kutrukamar , Dist- Kalahandi. M.No 8144794682
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.”

GRF BHAWANIPATNA