



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/ 396⁽⁵⁾ Dated, the 28.06.2024

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-231/2024		
2	Complainant/s	Name & Address Sri Ghanashyam Verma, Repr. By Sri Ketan Bhoi, At-Jurkabhadi, Po-Parelsinga, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-3187	Contact No. 91785-77433
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	✓
		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	27.05.2024		
9	Date of Order	28.06.2024		
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.)

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PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Sri Ghanashyam Verma, Repr. By Sri Ketan Bhoi, At-Jurkabhadi, Po-Parelsinga, 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-231/2024

Sri Ghanashyam Verma,
Repr. By Sri Ketan Bhoi,
At-Jurkabhadi, Po-Parelsinga,
Ps-Kesinga,
Dist.-Kalahandi.

Con. No.9030-0101-3187

COMPLAINANT

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 Ghanashyam Verma, Repr. by Sri Ketan Bhoi, AT-Jurkabhadi, Po- Parelsinga, 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. 27.05.24, 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- **9030-0101-3187** under EE, KEED Bhawanipatna.
- 2) The complainant has intimated the OP regarding revision LF bill prior to installation of present meter, 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) PVR: 21/05/2024
- 2) Bill details from December 2015 to April 2024



- 3) Date of supply 16/10/2015
- 4) Category: LT/Irrigation Pumping and agriculture
- 5) Connected Load 2.50 KW
- 6) Meter No – TPU32947
- 7) Installed on 09/01/2022 with IMR: "0"
- 8) CMR: 653 Kwh as on 21/05/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill

As written version submitted by EE, KEED Bhawanipatna as follows:

- As per PVR given by the ESO Nunmath and as per the record available the consumer was billed on provisional/average from 12/2015 to 12/2021.

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 LF billing. The OP stated that as per PVR given by the ESO Nunmath and as per the record available the consumer was billed on provisional/average from 12/2015 to 12/2021.

ORDER

28.06.2024

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 02/2020 to 01/2022 taking one-year average consumption IMR "119" as on 06/2023 and CMR "756" as on 05/2024.

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-July-24

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Ghanashyam Verma, Repr. by Sri Ketan Bhoi, AT- Jurkabhadi, Po- Parelsinga, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."