



## 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/ 465<sup>W</sup> Dated, the 31.07.2024

**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-258/2024		
2	Complainant/s	Name & Address Sri Rahul Kumar Jain, Repr. By Sri Jayabhagawan Jain, C/O B.K Sales Ward No-3, At- Mahapragyan Jee Mal Kesinga, PO/Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-3196	Contact No. 94372-51777
3	Respondent/s	Name Sri Kalyan Munda AFM 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 <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others		
8	Date(s) of Hearing	13.06.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	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 Rahul Kumar Jain, Repr. By Sri Jayabhadgawan Jain, C/O B.K Sales Ward No-3, At- Mahapragyan Jee Mal Kesinga, PO/Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda AFM, Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-258/2024**

Sri Rahul Kumar Jain,  
Repr. By Sri Jayabhadgawan Jain,  
C/O B.K Sales Ward No-3,  
At- Mahapragyan Jee Mal Kesinga,  
PO/Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9030-0101-3196**

**COMPLAINANT**

Sri Kalyan Munda AFM  
Repr. For Sri Manas Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Rahul Kumar Jain repr. by Sri Jayabhadgawan Jain AT/Po-Kesinga, 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. 13.06.24, 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- **9030-0101-3196** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 10/2015 to to 08/2022.
- 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 (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR: 26/07/2024
- 2) Bill details from December 2015 to June 2024
- 3) Date of supply 20/10/2015
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 1.5 KW
- 6) Meter No – TPU013377
- 7) Installed on 31/12/2021 with IMR: "0"
- 8) CMR: 1424 Kwh as on 26/07/2024
- 9) The meter status OK
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - As per the PVR given by the ESO Nunmath meter reading was 1424 Kwh on 26/07/2024 and running OK.
  - The consumer billed as defective from 04/2021 to 05/2022.

#### **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 excess billing. The OP stated that as per the PVR given by the ESO Nunmath meter reading was 1424 Kwh on 26/07/2024 and running OK.
- The consumer bill as defective from 04/2021 to 05/2022.
- As per billing database the provisional/average was served from 10/2015 to 08/2022.

#### **ORDER**

**31.07.2024**

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 09/2020 to 08/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 01/2022 and FMR "461" Kwh on dtd. 02/2023).

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-2024**

  
**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 Rahul Kumar Jain, Repr. by Sri Jayabhagawan Jain, AT/Po- Kesinga, 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.”**