



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/ 290⁵

Dated, the 14.05.2024

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-134/2024		
2	Complainant/s	Name & Address Smt Sarada Bai Jain, Repr. By Sri Anil Kumar Jain, At-Ajit Trading Co. Main Road Kesinga, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-3416	Contact No. 94371-88443
3	Respondent/s	Name Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash 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	<input checked="" type="checkbox"/>
		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 <u></u>		
8	Date(s) of Hearing	16.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nii		

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** – Smt Sarada Bai Jain, Repr. By Sri Anil Kumar Jain, At-Ajit Trading Co. Main Road Kesinga, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-134/2024

Smt Sarada Bai Jain,
Repr. By Sri Anil Kumar Jain,
At-Ajit Trading Co. Main Road Kesinga,
Po-Kesinga, Ps-Kesinga,
Dist.-Kalahandi.
Con. No.9030-0101-3416

COMPLAINANT

Sri Kalyan Munda (I/C A.M(F&C)),
Repr. For Sri Manash Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt Sarada Bai Jain, Repr. By Sri Anil Kumar Jain, At-Ajit Trading Co. Main Road Kesinga, 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.16.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ irrigation supply with CD of 1.50 KW having consumer no- **9030-0101-3416** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the bill was served on provisional/average basis from date of power supply.
- 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 dtd.21.03.2024
- 2) Bill details from February 2017 to February 2024
- 3) Date of supply 04.12.2016
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 1.50 KW
- 6) Meter No- 10055642
- 7) Installed on: 06.11.2023 with IMR: "0"
- 8) CMR: 259 Kwh as on 21.03.2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: To revise the bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer was billed as defective from 03/2020 to 10/2023.

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 the consumer was billed as defective from 03/2020 to 10/2023.

ORDER **14.05.2024**

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 11/2021 to 10/2023 by taking average consumption of 1 year of the present meter install on 06.11.2023.

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- November-24.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEM BER (Fin.)
MEMBER
Grievance Redressal Forum
TPWDL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Smt Sarada Bai Jain, Repr. By Sri Anil Kumar Jain, At-Ajit Trading Co. Main Road Kesinga, 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."

GRF BHAWANIPATNA