

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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 528^(S)

Dated, the 31.08.2024

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-276/2024																										
2	Complainant/s	Name & Address Sri Brajabihari Padhan, Repr. By Sri Sujit Kumar Padhan, At/Po-Ghodabandh, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-4043	Contact No. 90780-09080																								
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Accountant), 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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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6. Others																												
8	Date(s) of Hearing	06.07.2024																										
9	Date of Order	31.08.2024																										
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.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Narla
Appeared:

1. **For the Complainant** – Sri Brajabihari Padhan, Repr. By Sri Sujit Kumar Padhan, At/Po-Ghodabandh, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-276/2024

Sri Brajabihari Padhan,
Repr. By Sri Sujit Kumar Padhan,
At/Po-Ghodabandh,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9030-0101-4043

COMPLAINANT

Sri Krushna Chandra Biswasray (Accountant),
Repr. For Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Brajabihari Padhan repr. by Sri Sujit Kumar Pradhan, At/Po- Ghodabandh, Ps-Narla, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 06.07.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- **9030-0101-4043** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that the average bill was served from 12/2020 to 11/2022.
- 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 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: 23/07/2024
- 2) Bill details from August 2019 to June 2024

- 3) Date of supply 27/05/2018
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No – WESCO9194038
- 7) Installed on 23/07/2024 with IMR: "0"
- 8) CMR: 46 KWH as on 23/07/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill.
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - As per PVR given by the ESO Narla the meter reading was 46 KWH on 23/07/2024 and running OK.
 - The consumer was billed as defective from 12/2020 to 11/2022. As the security deposit has already been adjust the same connection cannot be reconnected and cannot update the details of new meter in FG.

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 submitted that as per PVR given by the ESO Narla the meter reading was 46 KWH on 23/07/2024 and running OK.
- The consumer was billed as defective from 12/2020 to 11/2022. As the security deposit has already been adjust.
- As per billing database provisional/average bill was raised from 05/2018 to 08/2021 and the power supply was disconnected from 09/2021 to 07/2024. During the disconnection period the bill was raised from 09/2022 to 07/2023.

ORDER

31.08.2024

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 restore the power supply after obtaining reconnection fees and security deposit as appropriate along with energy charges as decided.
- To revise the bill from 09/2019 to 08/2021 by taking one-year average consumption of new meter install on 07/2024.
- To withdraw the bill was raised during the disconnection period from 09/2022 to 07/2023.
- To claim the fixed charges from 09/2021 to 07/2024.

- The complainant is directed to pay the reconnection fee and security deposit as appropriate along with energy charges as decided by the licensee, as per conditions of supply, 2019 of OERC.


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-25


31/8/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


31/8/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

**Grievance Redressal Forum
TPWODL, Bhawanipatna**

Copy to: -

1. Sri Brajabihari Padhan repr. by Sri Sujit Kumar Pradhan, At/Po- Ghodabandh, Ps-Narla, 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."