

GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 412^{ES}

Dated, the 29.07.2024

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-249/2024		
2	Complainant/s	Name & Address Sri Nanda Kishor Mishra, Repr. By Sri Nirod Kumar Mishra, At-Balijore, Po-Uditnarayanpur, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.	Consumer No 9030-0101-4174	Contact No. 94371-54040
3	Respondent/s	Name Sri Krushna Chandra Biswarsray Acc., 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	29.05.2024		
9	Date of Order	29.07.2024		
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 4
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Nanda Kishor Mishra, Repr. By Sri Nirod Kumar Mishra, At-Balijore, Po-Uditnarayanpur, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-249/2024

Sri Nanda Kishor Mishra,
Repr. By Sri Nirod Kumar Mishra,
At-Balijore, Po-Uditnarayanpur,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

Con. No.9030-0101-4174

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 Nanda Kishor Mishra Repr. by Sri Nirod Kumar Mishra, AT-Balijor, Po- Uditnarayanpur, Ps- Bhawanipatna, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt. 29.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill raised during supply disconnected period and prior to disconnection period LF bill of his LT/ Irrigation supply with CD of 1.50 KW having consumer no- **9030-0101-4174** under EE, KEED 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 supply disconnection and non-operational 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: 10/06/2024



- 2) Bill details from March 2020 to February 2024
- 3) Date of supply 03/11/2017
- 4) Category: LT/Irrigation Pumping and agriculture
- 5) Connected Load 1.50 KW
- 6) Meter No – WM537049
- 7) Installed on 03/11/2017 with IMR: "0"
- 8) CMR: 0 Kwh
- 9) The meter status OK
- 10) Facts of the complainant: LI point is not in running condition and bill to be withdrawn.

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

- As per PVR given by the ESO No. III Bhawanipatna there is no such meter was available at the site and there is no such connection at the site.
- As per the records available in FG, the consumer power supply was disconnected on date 18/07/2023. But as there is no such meter was available at the site and the meter number starts with WM537049, we may revise the bill by installing a new meter. The bill from 03/2020 to 06/2023 may be revised by taking average of new meter installed and the bill from 07/2023 to 02/2024 should be withdrawn.

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 as per PVR given by the ESO No. III Bhawanipatna there is no such meter was available at the site and there is no such connection at the site.
- As per billing database, bill stopped from 03/2024.
- As per OP version consumer power supply was disconnected on 18/07/2023 and there is no such meter was available at site having sl. no. WM537049.
- There is no such documental evidence regarding non-operational of LI point prior to supply disconnection, either from OP side or from consumer side.

ORDER

29.07.2024

Based on the 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 amount from 07/2023 to 02/2024 claiming the fixed charge only.
- To install a new meter and to revise the bill from 07/2021 to 06/2023 taking one-year average consumption of new meter installed, If the consumer is willing to avail the power supply.



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

Accepted
29/7/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
29/7/24
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Nanda Kishor Mishra, Repr. By Sri Nirod Kumar Mishra, AT- Balijor, Po- Uditnarayanpur, Ps- Bhawanipatna, 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.”