



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/ 345⁽⁵⁾

Dated, the 30.06.2024

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-176/2024		
2	Complainant/s	Name & Address Sri Mukunda Majhi, Repr. By Sri Lochan Majhi, At-Dendoguda, Po-Saria, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-5140	Contact No. 97775-12622
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	22.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Mukunda Majhi, Repr. By Sri Lochan Majhi, At-Dendoguda, Po-Saria, Ps-Narla, 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-176/2024

Sri Mukunda Majhi,
Repr. By Sri Lochan Majhi,
At-Dendoguda,
Po-Saria, Ps-Narla,
Dist.-Kalahandi.
Con. No. **9030-0101-5140**

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Mukunda Majhi, Repr. by Lochan Majhi AT- Dendoguda, P.O- Saria, 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. 22.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ irrigation supply with CD of 5 KW having consumer no- **9030-0101-5140** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the provisional bill was served from 02/2022 to 04/2022
- 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 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



- 2) Bill details from February 2022 to February 2024
- 3) Date of supply 13/1/2022
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 5 KW
- 6) Meter No- 10026962
- 7) Installed on: 28/02/2023 with IMR: "0"
- 8) CMR: 1684 KwH
- 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 provisional from 02/2022 to 04/2024 and 11/2022 to 02/2023.

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 provisional from 02/2022 to 04/2024 and 11/2022 to 02/2023.
- As per billing database the old meter no TPU31299 KwH was "1363" and the old meter status was actual meter reading at the time of meter change on dtd. 28.02.2023.
- As per billing database the billing status is stopped, but as per PVR report and statement of EE, KEED the present meter no. 10026962 status is Ok, and the CMR is "1684" KwH on 20.04.2024.

ORDER

30.05.2024

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 by way of recasting from 01/2022 to 01/2023 with IMR "0" KwH on 01/2022 and FMR "1363" KwH on 02/2023 of the old meter no. TPU31299. And to recast the bill from 03/2023 to 20.04.2024 with IMR "0" KwH on 03/2023 and FMR "1684" KwH on 20.04.2024 of the present meter no. 10026962.

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- June-24.

Recd
30/5/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

30.05.24
K.K. PATNAIK
MEMBER (Fin.)

Member
Grievance Redressal Forum
Bhawanipatna

30.05.24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Mukunda Majhi Repr. by Lochan Majhi AT- Dendoguda, P.O- Saria, 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.”

GRF BHAWANIPATNA