



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/ 865

Dated, the 28.01.2025

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-551/2024																										
2	Complainant/s	Name & Address The President Maa Maheswari P.P, Repr. By Sri Jayasankar Pradhan, At/Po-Regeda, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9030-0102-0013	Contact No. 78943-90069																								
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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8	Date(s) of Hearing	20.12.2024																										
9	Date of Order	28.01.2025																										
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: M. Rampur

Appeared:

1. **For the Complainant** – The President Maa Maheswari P.P, Repr. By Sri Jayasankar Pradhan, At/Po-Regeda, Ps-M. Rampur, 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-551/2024

The President Maa Maheswari P.P,
Repr. By Sri Jayasankar Pradhan,
At/Po-Regeda,
Ps-M. Rampur,
Dist.-Kalahandi.

Con. No. 9030-0102-0013

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 The President Maa Maheswari P.P, Repr. by Sri Jayashankar Pradhan, AT- Regeda, Po- Regeda, Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 20.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 7.5 KW having consumer no- **9030-0102-0013** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that the LI point was not running from 2008 to 2016.
- 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 withdraw/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: 23/12/2024
- 2) Bill details from: 02/2001 to 11/2024



- 3) Date of supply: 01/01/1990
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 7.5 KW
- 6) Meter No – 10015761
- 7) Installed on: 28/12/2022 with IMR: "0"
- 8) CMR: 40707 Kwh as on 23/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer has claimed for withdraw of bill from 01/2008 to 12/2016 and for which the consumer has to obtain a certificate from JE/OLIC. But due to non-submission of certificate and no such PVR given by ESO/SDO regarding withdraw of that period we may revise defective period bill from 12/2020 to 11/2022 by taking average of 12 month of new meter installed on 12/2022.

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 submitted that the consumer has claimed for withdraw of bill from 01/2008 to 12/2016 and for which the consumer has to obtain a certificate from JE/OLIC. But due to non-submission of certificate and no such PVR given by ESO/SDO regarding withdraw of that period we may revise defective period bill from 12/2020 to 11/2022 by taking average of 12 month of new meter installed on 12/2022.
- As per billing database the consumer has deposited the energy charges bills in regular interval (i.e Rs.10,000/- on dt.22.01.2009 and Rs. 10,000/- on dt.30.07.2016 and Rs. 10,000/- on dt.17.03.2018). And the bill was served average/provisional basis from 02/2001 to 11/2022.

A letter vide letter no. 78 dtd. 11.03.2024 of Junior Engineer (Civil) of lift Irrigation section, Karlamunda stated that the L.I point Regda-IV was defunct during the period from 2008 to 2016.

ORDER

28.01.2025

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 withdraw the bill from 01/2009 to 05/2016.
- To revise the bill from 12/2020 to 11/2022 by taking 1 year average consumption of present meter (i.e. IMR "0" Kwh on 12/2022 and FMR "19137" Kwh on 11/2023).



The case is disposed of accordingly.

Compliance report must be submitted to the Forum by February-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- February-25


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to:-

1. The President Maa Maheswari P.P, Repr. by Sri Jayashankar Pradhan, AT- Regeda, Po- Regeda, Ps- M. Rampur, 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."