



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/ 334⁽⁵⁾ Dated, the 30.05.2024

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-175/2024		
2	Complainant/s	Name & Address The Chairman Water User Association P.P, Repr. By Sri Muniram Bhoi, At- Durkabhata, Po/Ps-Narla, Dist.- Kalahandi.	Consumer No 9030-0102-0246	Contact No. 63710-33840
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.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – The Chairman Water User Association P.P, Repr. By Sri Muniram Bhoi, At-Durkabhata, Po/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-175/2024

The Chairman Water User Association P.P,
Repr. By Sri Muniram Bhoi,
At-Durkabhata,
Po/Ps-Narla,
Dist.-Kalahandi.

Con. No. 9030-0102-0246

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 The Chairman Water User Association P.P, Repr. by Muniram Bhoi, AT- Durkabhata, P.O- Narla, 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 7.5 KW having consumer no-**9030-0102-0246** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was raised from 10/2014 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/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. 23.04.2024
- 2) Bill details from August 2002 to April 2024
- 3) Date of supply 25/08/2002
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 7.5 KW
- 6) Meter No- 10024375
- 7) Installed on: 10/03/2023 with IMR: "0"
- 8) CMR: 8546 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 defective from 10/2014 to 04/2022.

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 provisional/average billing. The OP submitted that the consumer was billed as defective from 10/2014 to 04/2022.
- As per billing database the bill revision towards defective period assessment from 10/2014 to 04/2022 has been done and amount of Rs. 91,722.90 has been credited into complainant account.


ORDER

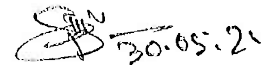
30.05.2024


Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

- As the bill revision/ adjustment has already been taken into account in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. The Chairman Water User Association Repr. by Muniram Bhoi, AT- Durkabhata, P.O- Narla, 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."