



## 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/ 95<sup>(5)</sup> Dated, the 01.02.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 213 /2023		
2	Complainant/s	Name & Address The Maa Ladhacharen Pani Panchayat, Repr. By Sri Ratnakar Dalpati AT- Gobra, P.O-Kutrukhamar, Dist- Kalahandi.	Consumer No 9030-0102-2547	Contact No. 93373-64459
3	Respondent/s	Name Sri Manash Ranjan Mati EE, KEED Repr. By Kalyan Munda A.M(F & C) 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 <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	13.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
MEMBER (Fin.)

Member (Fin.)  
GRF, Bhawanipatna

*[Signature]*  
Co-Opted Member  
GRF, Bhawanipatna

Page 1 | 4

*[Signature]*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kutrukhamar

**Appeared:**

1. **For the Complainant** – The Maa Ladkacharen Pani Panchayat, Repr. For Sri Ratnakar Dalpati At-Gobra, P.O-Kutrukhamar, Dist- Kalahandi. M.No 9337364459
2. **For the Respondent** – Sri Manash Ranjan Mati EE, KEED Repr. By Kalyan Munda A.M(F & C) TPWODL.

**Complaint Case No. 213/2023**

The Maa Ladkacharen Pani Panchayat,  
Repr. By Sri Ratnakar Dalpati  
AT- Gobra,  
P.O-Kutrukhamar,  
Dist- Kalahandi.

**COMPLAINANT**

**Con. No. 9030-0102-2547**

**-Versus-**

Sri Manash Ranjan Mati EE, KEED  
Repr. By Kalyan Munda A.M(F & C)  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ratnakar Dalpati Repr. For Maa Ladkacharen Pani Panchayat AT- Gobra, P.O -Kutrukhamar, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9030-0102-2547** 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 revise the excess 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) Date of supply: 18-Sep-2007
- 3) Billing Statement: October 2007 to November 2023
- 4) Category: LT/ Irrigation
- 5) Connected Load: 7.5 KW
- 6) Meter No: 10024844
- 7) Installed on: 08.08.2023
- 8) CMR: NIL on dtd. 02.01.2024 as per PVR
- 9) Fact of the complainant: Revision of bill
- 10) As per written version submitted by EE KEED, Bhawanipatna as follows:
  - The provisional/average bill was served from 02/2020 to 01/2022 for meter defective period.

**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 provisional/average bill was served from 02/2020 to 01/2022 for meter defective period.

**ORDER**

**01.02.2024**

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 from 08/2018 to 12/2022 by taking 1 year average consumption of present meter installed on 08.08.2023.


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- September-24.**

  
B. NAIK  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATNAIK  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
R. S. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna





Copy to: -

1. The Maa Ladkacharen Pani Panchayat, Repr. For Sri Ratnakar Dalpati AT- Gobra, P.O- Kutrukhamar, Dist- Kalahandi. M.No 9337364459
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."**