



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

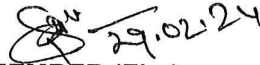
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

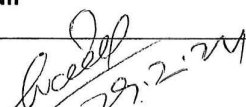
Memo No. GRF/BPT/Order/ 126⁽⁵⁾

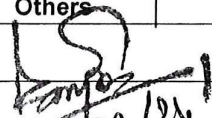
Dated, the 29-02-2024

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

1	Case No.	Complaint Case No. 231 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The President, Arnapurna Pani Panchayat, Repr. By Sri Radheshyam Bishi, At-K.Sarbahal-II, Po-Gochhadagenna, Dist- Kalahandi.		9030-0102-2718	89172-26052
3	Respondent/s	Name Sri Manas Ranjan Mati, EE, KEED, Rep. By Sri Krushna Chandra Biseswaray, 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 <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	16.12.2023			
9	Date of Order	29.02.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


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


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Madanpur

Appeared:

1. **For the Complainant** – The President, Arnapurna Pani Panchayat represented by Sri Radheshyam Bishi, At-K. Sarbahal-II, Po-Gochhadagenna, Dist- Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE, KEED, Rep. By Krushna Chandra Biseswaray Bhawanipatna, TPWODL.

Complaint Case No. 231/2023

The President, Arnapurna Pani Panchayat
represented by Sri Radheshyam Bishi,
At-K. Sarbahal-II,
Po-Gochhadagenna,
Dist- Kalahandi.
Con. No. 9030-0102-2718

COMPLAINANT

-Versus-

Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
Rep. By Sri Krushna Chandra Biseswaray ,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

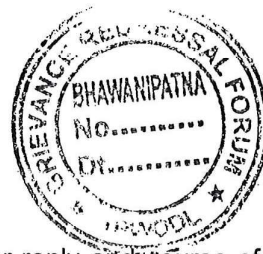
The complainant consumer The President, Arnapurna Pani Panchayat represented by Sri Radheshyam Bishi, At-Sarbahal-II Po-Gochhadagenna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

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/lrr supply with CD of 9.5 KW having consumer No. **9030-0102-2718** 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) Billing Abstract from September-2011 to November-2023
- 2) PVR
- 3) Date of supply: 24/08/2011
- 4) Category: LT/ IRR
- 5) Connected Load: 9.5 KW
- 6) Meter No: 10024244
- 7) Installed on: 14.02.2023
- 8) CMR: 12431 Kwh on dtd. 30.12.2023
- 9) Fact of the Complainant: Revision of bill.
- 10) As per written version submitted by EE, KEED, Bhawanipatna as follows:
 - The defective period bill was served from 09/2011 to 01/2023.
 - A suppressed reading units of 195264 was billed in the month of 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 excess billing. The OP submitted that the defective period bill was served from 09/2011 to 01/2023.
- A suppressed reading units of 195264 was billed in the month of 02/2023.

ORDER

29.02.2024

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

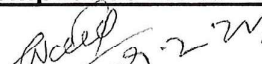
The OP is directed as follows:

- To revise the bill by way of recasting from 09/2011 to 02/2023 by taking IMR "0" Kwh on 09/2011 and FMR "195264" Kwh on 02/2023.
- To withdraw the earlier defective period assessment was effect on dt. 26.09.2023.

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- March-24.


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


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


B. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

3. The President, Arnapurna Pani Panchayat represented by Sri Radheshyam Bishi, At-K. Sarbahal-II, Po-Gochhadagenna, Dist- Kalahandi.
4. EE, KEED, Bhawanipatna, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”