



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/ 836⁽⁵⁾ Dated, the 27.01.2025

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-508/2024																			
2	Complainant/s	Name & Address Laxminarayan P.P, Repr. By Sri Ramachandra Padhi, At-/Po-Sargiguda, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0102-2742	Contact No. 99371-94194																	
3	Respondent/s	Name Sri Kalyan Munda (AFM), 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 rowspan="8"></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></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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6. Others																					
8	Date(s) of Hearing	13.12.2024																			
9	Date of Order	27.01.2025																			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																	
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** – Laxminarayan P.P, Repr. By Sri Ramachandra Padhi, At-/Po-Sargiguda, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (AFM), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-508/2024

Laxminarayan P.P,
Repr. By Sri Ramachandra Padhi,
At-/Po-Sargiguda,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9030-0102-2742

COMPLAINANT

Sri Kalyan Munda (AFM),
Repr. For Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Laxminarayan Pani Panchayat, Repr. by Sri Ramachandra Padhi, AT/Po- Sargiguda, 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. 13.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 9.50 KW having consumer no- **9030-0102-2742** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that the line was disconnected from 09/2016 to 09/2022.
- 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 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: 19/12/2024



- 2) Bill details from: 10/2011 to 11/2024
- 3) Date of supply: 30/08/2011
- 4) Category: LT/Irrigation
- 5) Connected Load 9.50 KW
- 6) Meter No – 10010771
- 7) Installed on: 14/10/2022 with IMR: "0"
- 8) CMR: 13896 Kwh as on 19/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - Previously the consumer has applied for GRF and deducted of Rs. 185178.96 in the month of 10/2024 vide GRF order number-BPT-323/2024. But in previous GRF ESO has given PVR from 09/2018 to 09/2022 as disconnected period. The PVR given on dated 19.12.2024 the disconnected period is from 09/2016 to 09/2022. So, we may withdraw the total amount billed from 09/2016 to 08/2018.

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 stated that previously the consumer has applied for GRF and deducted of Rs. 185178.96 in the month of 10/2024 vide GRF order number-BPT-323/2024. But in previous GRF ESO has given PVR from 09/2018 to 09/2022 as disconnected period. The PVR given on dated 19.12.2024 the disconnected period is from 09/2016 to 09/2022. So, we may withdraw the total amount billed from 09/2016 to 08/2018.
- As per database Rs. 185178.96 was credited as per case no BPT-323/2024 for the period from 09/2018 to 09/2022 but now the JE has furnished inquiry report on 11.12.2024 the line was disconnected from 09/2016 to 09/2022 due to flood.

ORDER

27.01.2025

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 amount from 09/2016 to 08/2018 due to damage of flood.

The case is disposed of accordingly.



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

Compliance Month-February-25


B. NAIK
Co-Opted Member


K.K. PATNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT

Co-Opted Member
CRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Laxminarayan Pani Panchayat, Repr. by Sri Ramachandra Padhi, AT/Po- Sargiguda, 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."