



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/

318⁽⁵⁾

Dated, the

14.05.2024

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-111/2024		
2	Complainant/s	Name & Address The President Badachiching P.P, Repr. By Sri Rajaram Sahu, At-Badachiching, Po-Santpur, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0102-2781	Contact No. 77500-39712
3	Respondent/s	Name Sri Kalyan Munda (I/C A.M(F&C)). 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-	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) 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		
8	Date(s) of Hearing	07.03.2024		
9	Date of Order	14.05.2024		
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: Chhatikuda

Appeared:

1. **For the Complainant** – The President Badachiching P.P, Repr. By Sri Rajaram Sahu, At-Badachiching, Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)). Repr. Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-111/2024

The President Badachiching P.P,
Repr. By Sri Rajaram Sahu,
At-Badachiching,
Po-Santpur, Ps-Narla,
Dist.-Kalahandi.

Con. No.9030-0102-2781

COMPLAINANT

Sri Kalyan Munda (I/C A.M(F&C)).
Repr. For Sri Manas Ranjan Mati,
EE KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer The President Badachiching Pani Panchayat, Repr. by Sri Rajaram Sahu AT- Badachiching, P.O- Santpur, 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 Chhatikuda on dt.07.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ irrigation supply with CD of 11.50 KW having consumer no- **9030-0102-2781** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the bill was raised during transformer burnt period.
- 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 the average, 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 dtd. 27.03.2024
- 2) Bill details from September 2012 to March 2024
- 3) Date of supply 07.09.2012
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 11.50 KW
- 6) Meter No- 10021533
- 7) Installed on: 01.11.2023 with IMR: "0"
- 8) CMR: 6570 kWh as on 27.03.2024
- 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 04/2021 to 06/2022.
 - As reported by the concerned ESO, the transformer was burnt from 04/2019 to 07/2022.

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 was billed as defective from 04/2021 to 06/2022. And, As reported by the concerned ESO, the transformer was burnt from 04/2019 to 07/2022.
- As per billing database it appears that bill revision towards defective period assessment from 09/2012 to 12/2020 and 01/2021 to 05/2022 has done, effect on dtd. 24.03.2024 & 01.01.2024 respectively.
- As per billing database it appears that provisional/average bill was served from date of power supply, i.e. 09/2012 to 05/2022.

ORDER

14.05.2024

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 withdraw the bill from 04/2019 to 05/2022 only fix charge to be claim to the complainant as transformer was burnt.
- To revise the bill from 04/2017 to 03/2019 by taking average 1-year consumption of present meter installed on 01.11.2023.



- To withdraw the earlier bill revision towards defective period assessment, effect on dtd. 24.03.2024 & 01.01.2024.

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- November-24.

Proved
10/15/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

14.05.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

19
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. The President Badachiching Pani Panchayat, Repr. By Sri Rajaram Sahu, AT-Badachiching, P.O- Santpur, 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.”