



## 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/ 77<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. 230 /2023		
2	Complainant/s	Name & Address The President Kampada Pani Panchayat, Repr. By Lalit Ku. Kampa, At- Dandibhaja, P.O- Kandarei, Dist.-Kalahandi.	Consumer No 9030-0102-2818	Contact No. 7978164940
3	Respondent/s	Name 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	✓
		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		
8	Date(s) of Hearing	16.12.2023		
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

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*[Signature]*  
PRESIDENT  
GRF, Bhawanipatna

Place of Hearing: Madanpur



**Appeared:**

**For the Complainant** – The President Kampada Pani Panchayat, repr. By Lalit Ku. Kampa At-Dandibhaja, P.O- Kandarei, Dist.-Kalahandi.

**For the Respondent** – Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. 230/2023**

The President Kampada Pani Panchayat repr. by Lalit Ku. Kampa,  
At- Dandibhaja,,  
P.O- Kandarei,,  
Dist.-Kalahandi..  
Con. No. 9030-0102-2818

**COMPLAINANT**

**-Versus-**

Sri Manas Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer the president Kampada pani panchayat AT-Dandibhaja P.O- Kandrei 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 his LT/Irrigation supply with CD of 9.5 KW having consumer No. **9030-0102-2818** under EE KEED BPT.
- 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 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
- 2) Date of supply: 16-Mar-2014



- 3) Billing Statement: April 14 to November 2023  
4) Category: LT/Irrigation  
5) Connected Load: 9.5 KW  
6) Meter No: 10020893  
7) Installed on: 16-Feb-2023  
8) CMR: 5939 Kwh  
9) Facts of complainant: Revision of average bill.  
10) As per written version submitted by EE KEED, Bhawanipatna as follows:
- The average bill may be revised.



**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 average billing. The OP submitted that the average bill may be revised.
- As per billing data base the average bill was raised since 04/2018 to 01/2023.

**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 04/2018 to 01/2023 by taking average consumption of one year (i.e. IMR "0" Kwh on 02/2023 and FMR "5939" Kwh on 01/2024) of present meter.

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-OPED MEMBER  
GRF, Bhawanipatna

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

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. The president Kampada Pani Panchayat AT-Dandibhaja P. O-Kandarei. Dist- Kalahandi. Mob No 7978164940
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**