



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/ 782th

Dated, the 06.01.2025

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-540/2024																			
2	Complainant/s	Name & Address The President Saplahara VII Pani Panchayat, Repr. by Sri Lavi Rana, AT/Po- Saplahara, Ps- M. Rampur, Dist- Kalahandi	Consumer No 9030-0102-2874	Contact No. 99383-20685																	
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Accountant), 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"><input checked="" type="checkbox"/></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 colspan="2">15. Others (Specify) -</td></tr></table>			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) -	
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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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>											
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8	Date(s) of Hearing	20.12.2024																			
9	Date of Order	06.01.2025																			
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: M. Rampur
Appeared:

1. **For the Complainant** – The President Saplaha VII Pani Panchayat, Repr. by Sri Lavi Rana, AT/Po- Saplaha, Ps- M. Rampur, Dist- Kalahandi
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Accountant), Repr. For Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-540/2024

The President Saplaha VII Pani Panchayat,
Repr. by Sri Lavi Rana,
AT/Po- Saplaha,
Ps- M. Rampur,
Dist- Kalahandi

Con. No. 9030-0102-2874

COMPLAINANT

Sri Krushna Chandra Biswasray (Accountant),
Repr. For Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer The President Saplaha VII Pani Panchayat, Repr. by Sri Lavi Rana, AT/Po- Saplaha, Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 20.12.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 950 KW having consumer no- **9030-0102-2874** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that the provisional/average bill was served from 08/2015 to 12/2022.
- 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 provisional/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: 17/12/2024



- 2) Bill details from: 08/2015 to 11/2024
- 3) Date of supply: 14/08/2015
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 9.50 KW
- 6) Meter No – 10024089
- 7) Installed on: 13/01/2023 with IMR: "0"
- 8) CMR: 3922 Kwh as on 27/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
 - 4) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer billed was defective from 02/2021 to 01/2023, so we may revise the bill from 02/2021 to 01/2023 by taking average of 12 months of new meter installed i.e. from 01/2023 to 12/2023 as IMR 0 kwh and FMR 20010 kwh.

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 billed was defective from 02/2021 to 01/2023,
- As per billing database the provisional/average bill was served from 08/2015 to 01/2023.

ORDER

06.01.2025

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 revise the bill from 02/2021 to 01/2023 by taking 12 months average consumption of present meter (i.e. IMR "0" Kwh on 01/2023 and FMR "20010" Kwh on 12/2023).

The case is disposed of accordingly.

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

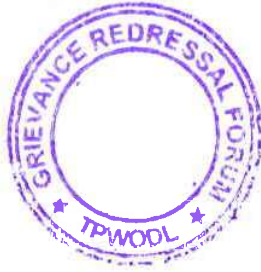
Compliance Month- January-25

Recd
6/1/25
B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna

San
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna
Page 3/4

mp
6/1/25
R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. The President Saplahara VII Pani Panchayat, Repr. by Sri Lavi Rana, AT/Po- Saplahara, Ps- M. Rampur, 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.”

GRF BHAWANIPATNA