



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 363<sup>(5)</sup> Dated, the 11.06.2024

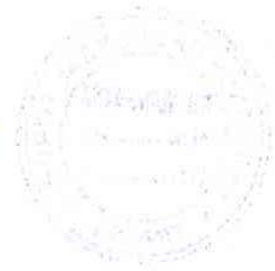
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-182/2024		
2	Complainant/s	Name & Address Sri Laxman Naik, Repr. By Sri Suresh Naik, At-Palasapada, Po-Bhimkela, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0102-2999	Contact No. 96681-39238
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) <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	06.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any	Nil		

*11/6/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*11.06.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*11/6/24*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Narla

**Appeared:**

1. **For the Complainant** – Sri Laxman Naik, Repr. By Sri Suresh Naik, At-Palaspada, Po-Bhimkela, 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-182/2024**

Sri Laxman Naik,  
Repr. By Sri Suresh Naik,  
At-Palaspada,  
Po-Bhimkela, Ps-Narla,  
Dist.-Kalahandi.  
**Con. No.9030-0102-2999**

**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 Sri Laxman Naik, Repr. By Sri Suresh Naik, At-Palaspada, Po- Bhimkela, 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.06.04.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 4 KW having consumer No. **9030-0102-2999** under EE, KEED Bhawanipatna.
- 2) As complained by complainant the provisional bill was served from 12/2016 to 03/2021.
- 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 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 on date 07.05.2024
- 2) Billing Abstract from December 2016 to March 2024



- 3) Date of supply 05/12/2016
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No- TPU32500
- 7) Installed on 31/12/2021 with IMR: "0"
- 8) CMR: 14935 Kwh
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE, KEED Bhawanipatna as follows:
  - The consumer was billed as provisional 12/2016 to 03/2021 and on average basis from 04/2021 to 12/2021.

#### **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 provisional billing. The OP submitted that the consumer was billed as provisional 12/2016 to 03/2021 and on average basis from 04/2021 to 12/2021.

#### **ORDER** **11.06.2024**

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 01/2020 to 12/2021 by taking one year average consumption of present meter (i.e. IMR "5005" Kwh on 01/2023 and FMR "11896" Kwh on 12/2023.

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-July-24.**

**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Laxman Nayak Repr. by Suresh Naik, At- Palsapada Po- Bhimkela, 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."**