



# 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/ 314<sup>(5)</sup>

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-80/2024		
2	Complainant/s	Name & Address The President Maa Sundamati P.P, Repr. By Sri Raghumani Pandey, At-Dangargundri, Po-Sarian, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0102-3106	Contact No. 82498-73376
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	15.02.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any,	Nil	<input checked="" type="checkbox"/>	

*Recd 10/5/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*14.05.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*14.05.24*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Narla**

**Appeared:**

1. **For the Complainant** – The President Maa Sundamati P.P, Repr. By Sri Raghumani Pandey, At-Dangargundri, Po-Sarian, 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-80/2024**

The President Maa Sundamati P.P,  
Repr. By Sri Raghumani Pandey,  
At-Dangargundri,  
Po-Sarian, Ps-Narla,  
Dist.-Kalahandi.  
**Con. No.9030-0102-3106**

**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 Maa Sundamati Pani Panchayat, Repr. by Sri Raghumani Pandey, At-Dangargundri, Po-Sarian, 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.15.02.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 9.5 KW having consumer No **9030-0102-3106** under EE KEED, Bhawanipatna.
- 2) As complained by the complainant the bill was served on provisional basis from date of power supply.
- 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.) not submitted any documents in its counter reply during the course of hearing.

- 1) PVR: Not Available
- 2) Billing Abstract: A per database
- 3) Date of supply: 01.05.2018 as per billing database
- 4) Category: LT/ Irrigation pumping & agriculture
- 5) Connected Load: 9.5 KW as per billing database
- 6) Meter No- 10032877 as per billing database
- 7) Installed on: 29.08.2023 with IMR: "0" as per billing database
- 8) CMR: Not Available
- 9) Fact of the complainant: Revision of bill
- 10) As per written version submitted by EE KEED, Bhawanipatna: Not Submitted

### 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 bill was raised from date of power supply.
- As per billing database the old meter kWh was recorded "18146" during the meter change on dtd. 29.08.2023.
- As per billing database bill revision towards metered agriculture high unit reversed has considered on dtd. 31.03.2023.

### 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 revise the bill by way of recasting from 05/2018 to 08/2023 with IMR "0" kWh on 05/2018 and FMR "18146" kWh on 08/2023.
- To withdraw the earlier bill revision effect on dtd.31.03.2023.

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- June-24.**

  
B. NAIK  
Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATNAIK  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TFW/DL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. The President Maa Sundamati Pani Panchayat, Repr. by Sri Raghmani Pandey, At- Dangargundri, Po-Sarian, Ps- Narla, Dist- Kalahandi
2. SDO Elect. Narla, 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.”**