



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/ 281⁽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-113/2024		
2	Complainant/s	Name & Address Sri Jagmohan Pradhan, Repr. For Gajalaxmi P.P, At/Po-Sargiguda, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0102-3124	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	✓
		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	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** – Sri Jagmohan Pradhan, Repr. For Gajalaxmi P.P, At/Po-Sargiguda, 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-113/2024

Sri Jagmohan Pradhan,
Repr. For Gajalaxmi P.P,
At/Po-Sargiguda,
Ps-Narla,
Dist.-Kalahandi.
Con. No.9030-0102-3124

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 Jagmohan Pradhan Repr. for Galalaxmi Pani Panchayat, AT- Sargiguda, P.O- Sargiguda, 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 9.50 KW having consumer no- **9030-0102-3124** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the abnormal bill was raised from 04/2022 to 09/2022.
- 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 abnormal 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. 29.03.2024
- 2) Bill details from May 2018 to February 2024
- 3) Date of supply 22.04.2018
- 4) Category: LT/ Irrigation Pumping and agriculture
- 5) Connected Load 9.50 KW
- 6) Meter No- TPU024155
- 7) Installed on: 11.05.2022 with IMR: "0"
- 8) CMR: 4498 Kwh as on 29.03.2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: To revise the abnormal bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer was billed as defective from 05/2018 to 12/2021 instead of meter status was Ok.
 - In the month of 01/2022, the consumer was billed total units of 17640.6.
 - The consumer physical meter status is Ok, but in the billing database it appears disconnected.

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 revise the abnormal billing. The OP submitted that the consumer was billed as defective from 05/2018 to 12/2021 instead of meter status was Ok.
- In the month of 01/2022, the consumer was billed total units of 17640.6.
- The consumer physical meter status is Ok, but in the billing database it appears disconnected.
- As per billing database the defective bill was revised from 05/2018 to 12/2020, effect on dtd. 17.03.2024. and, defective period assessment was done from 01/2021 to 03/2022, effect on 29.09.2023.

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 from 04/2022 to 09/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 05/2022 and FMR "5084" Kwh on 03/2024).



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- June-24.

10/5/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

14/05.24
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Jagmohan Pradhan, Repr. for Galalaxmi Pani Panchayat AT- Sargiguda, P.O- Sargiguda, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”