



## 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 04<sup>(5)</sup> Dated, the 01.01.2024

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

1	Case No.	Complaint Case No. 157 /2023		
2	Complainant/s	Name & Address The President Belkhandi VI Pani Panchayat, Repr By Sri Dilip Kumar Dora, At-Belkhandi, Po-Belkhandi, P.S-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0102-3148	Contact No. 7978949976
3	Respondent/s	Name Sri Manas Ranjan Mati, E.E, 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	10.11.2023		
9	Date of Order	01.01.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)

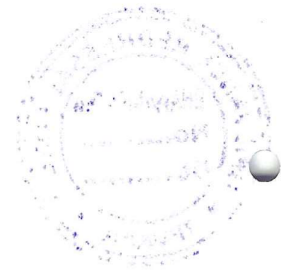
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
PRESIDENT

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Nunmath

**Appeared:**

**For the Complainant** – The President Belkhandi VI Pani Panchayat, Repr By Sri Dilip Kumar Dora, At-Belkhandi, Po-Belkhandi, P.S-Kesinga, Dist.-Kalahandi.

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

**Complaint Case No. 157/ 2023**

The President Belkhandi VI Pani Panchayat, Repr By Sri Dilip Kumar Dora,  
At-Belkhandi,  
Po-Belkhandi,  
P.S-Kesinga,  
Dist.-Kalahandi. -  
Con. No. 9030-0102-3148

**COMPLAINANT**

**-Versus-**

Sri Manas Ranjan Mati,  
E.E, KEED, Bhawanipatna. TPWODL  
-

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The Complainant President Belkhandi-VI Panipanchayat (represented by Dilip Kumar Dora) appeared before the Forum during the camp court held at Nunmath on dt. 10/11/2023 for abnormal billing done against the irrigation point (Panipanchayat) from 11/2020 to 10/2022

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding abnormal billing done from 11/2020 to 10/2022. He requested to revise wrong billing as per the consumption of present meter.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (EE, KEED) has submitted the following documents:

- a) A written Statement, stated that:
  - The consumer was changed on date 01/10/2022. Currently the consumer bill was stopped.
  - So, the bill from 10/20 to 09/22 may be revised after reconnection and on the basis of one year of consumption of new meter was installed.
- b) PVR Dtd. 12/12/2023 was submitted mentioning meter number as 10010075 and CMR as "12139".



## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by EE, KEED, the Forum observed that the bills were raised with abnormally high units for the period 11/2020 to 10/2022. The consumer was also aggrieved for the wrong meter rent charged.

**ORDER**

**01.01.2024**

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

1. Average/provisional bills during the period 11/2020 to 10/2022 is to revise on the basis of average consumption of the present meter taking IMR as "0" on October-2022 and FMR as "12139" December-2023.

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- January-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)

**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. President Belkhandi-VI Panipanchayat (represented by Dillip Kumar Dora), At/Po: Belkhandi, Ps: Kesinga, Dist- Kalahandi.
2. EE, KEED, TPWODL, Bhawanipatna.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

  
R.K. NAIK  
PRESIDENT

**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

"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."