



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/ 129⁵

Dated, the 29.02.2024

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

1	Case No.	Complaint Case No. 246/2023		
2	Complainant/s	Name & Address The President Maa Mauli P.P, Repr. By Susanta Kumar Pradhan, At-Kharjhura, Po-Porekera, Dist-Kalahandi.	Consumer No 9030-0102-3178	Contact No. 63719-78376
3	Respondent/s	Name Sri Krushna Chandra Biswasray, 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) <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		
8	Date(s) of Hearing	28.12.2023		
9	Date of Order	29.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

29.02.24
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

29.02.24
Co-Opted Member
GRF, Bhawanipatna

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29.02.24
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Risida Madanpur

Appeared:

1. **For the Complainant** – The President Maa Mauli P.P, Repr. By Susanta Kumar Pradhan, At-Kharjhura, Po-Porekera, Dist-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray, Repr. For Sri Manas Ranjan Mati EE, KEED, Bhawanipatna, TPWODL.
Complaint Case No. 246/2023

The President Maa Mauli P.P,
Repr. By Susanta Kumar Pradhan,
At-Kharjhura, Po-Porekera,
Dist-Kalahandi.
Con. No. 9030-0102-3178

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer President Maa Mauli Pani Panchayat, repr. By Sri Sushanta Kumar Padhan AT- Kharjhura, P.O- Porekera Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9030-0102-3178** under EE KEED, Bhawanipatna.
- 2) 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 excess 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
- 2) Date of supply: 06-May-2019
- 3) Billing Statement: May 2019 to January 2024
- 4) Category: LT/ Irrigation pumping and agriculture
- 5) Connected Load: 9.50 KW
- 6) CMR: 19250 Kwh as on 03.02.2024
- 7) Meter No: 10001419
- 8) Installed on: 01.09.2022
- 9) Facts of the complainant: Revision of bill
- 10) As per written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer was billed as defective from 05/2019 to 07/2022.

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 was billed as defective from 05/2019 to 07/2022.
- As per billing database the bill was raised with a suppress unit of 53930 on 08/2022.
- As per billing database the bill was revised from 05/2019 to 07/2022 as defective period assessment effect on dt. 07.09.2023 & 12.09.2023.

ORDER
29.02.2024

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 05/2019 to 08/2022 by taking IMR "0" Kwh on 05/2019 and FMR "54116" on 08/2022.
- To withdraw the earlier bill revision towards defective period assessment for the period 05/2019 to 07/2022 was effect on dt. 07.09.2023 & 12.09.2023

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- March-24.

[Signature]
29.2.24
B. NAIK

[Signature]
29.02.24
K-K. PATTNAIK
MEMBER (Fin.)

[Signature]
29/02/24
R. D. NAIK
PRESIDENT

Co-Opted Member
Grievance Redressal Forum
TPWODL, Bhawanipatna

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TPWODL, Bhawanipatna

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TPWODL, Bhawanipatna



Copy to: -

1. The President Maa Mauli P P , repr. by Sri Sushanta Kumar Padhan AT- Kharjhura, P.O- Porekera.Dist- Kalahandi. Mob no- 6371978376
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