



## 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/ 2335 Dated, the 18.04.2024

**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-78/2024		
2	Complainant/s	Name & Address		Consumer No
		President Maa Bharandi P.P, Repr. By Sri Romanchal Sahu, At/Po-Bagpur, Ps- Narla, Dist.-Kalahandi.		84570-99351
3	Respondent/s	Name		Division
		Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.		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 _____		
		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	18.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>
				Others
11	Details of Compensation awarded, if any.	Nil		

*Ranjan*  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

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

*Ranjan*  
**PRESIDENT**  
**PRESIDENT**  
GRF, Bhawanipatna



**Place of Hearing: Narla**  
**Appeared:**

1. **For the Complainant** – President Maa Bharandi P.P, Repr. By Sri Romanchal Sahu, At/Po-Bagpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)), Repr. For Sri Manash Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-78/2024**

The President Maa Bharandi P.P,  
Repr. By Sri Romanchal Sahu,  
At/Po-Bagpur,  
Ps-Narla,  
Dist.-Kalahandi.

**Con. No.9030-0102-3195**

**COMPLAINT**

Sri Kalyan Munda (I/C A.M(F&C)),  
Repr. For Sri Manash Ranjan Mati,  
EE, KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer President Maa Bharandi P.P, Repr. by Romanchal Sahu, At- Bagpur, Po- Bagpur, 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 7.5 KW having consumer No **9030-0102-3195** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was raised from 07/2019 to 11/2022.
- 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 provisional/average 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. 02.03.2024



- 2) Billing Abstract from July 2019 to Aug 2023
- 3) Date of supply: 27.07.2019
- 4) Category: LT/ Irrigation
- 5) Connected Load: 7.5 KW
- 6) Meter No- 10025616
- 7) Installed on: 01.12.2022 with IMR: "0" Kwh
- 8) CMR:12722 Kwh on 02.03.2024
- 9) Meter Status: Ok
- 10) Fact of the complainant: The bill has already revised from 11/2022 to 12/2023. And to be revised from 07/2019 to 10/2022.
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The consumer was billed as defective from 07/2019 to 11/2022.

**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 revise of his provisional/average billing was raised from 07/2019 to 11/2022. The OP submitted that the consumer was billed as defective from 07/2019 to 11/2022.
- As per billing database amount of Rs. 12044.16 has been credited towards defective period assessment from 01/2022 to 05/2022, effect on dtd. 31.03.2024. And, Rs. 7182.60 was credited towards bill revision of delay meter updating, effect on dtd.18.01.2024.

**ORDER**  
**18.04.2024**

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 11/2020 to 05/2022 by taking average consumption of present meter (i.e. IMR "0" on 12/2022 and FMR "12437" Kwh on 02/2024).
- To withdraw the earlier bill revision towards defective period assessment from 01/2022 to 05/2022, effect on dtd. 31.03.2024.

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- May-24.**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

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

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. President Maa Bharandi P.P, Repr. by Romanchal Sahu, At- Bagpur, Po- Bagpur, 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.”**