



## 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/ 191CS

Dated, the 30.03.2024

**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-24/2024		
2	Complainant/s	Name & Address The President Mahalaxmi P.P, Repr. By Sri Dhableswar Podh, At-Dendoguda, Po- Laitara, Ps-Kesinga, Dist-Kalahandi.	Consumer No 9030-0102-3390	Contact No. 99380-66045
3	Respondent/s	Name 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 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	12.01.2024		
9	Date of Order	30.03.2024		
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: Kesinga  
Appeared:**

1. **For the Complainant** – The President Mahalaxmi P.P, Repr. By Sri Dhableswar Podh, At-Dendoguda, Po-Laitara, Ps-Kesinga, Dist-Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

**Complaint Case No. BPT-24/2024**

The President Mahalaxmi P.P,  
Repr. By Sri Dhableswar Podh,  
At-Dendoguda,  
Po-Laitara,  
Ps-Kesinga,  
Dist-Kalahandi.  
**Con. No.9030-0102-3390**

**COMPLAINT**

Sri Manas Ranjan Mati,  
EE KEED, Bhawanipatna,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer The President, Mahalaxmi P P, Repr. By Sri Dhableswar Podh, At- Dendoguda, Po- Laitara, Ps- Kesinga, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt.12.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/PWW 13 KW supply with CD of 0.04 KW having consumer No **9033-0102-3390** 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 billing category & 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) Billing Abstract: April 2021 to January 2023



- 3) Date of supply: 02.04.2021
- 4) Category: LT/ PWW
- 5) Connected Load: 13 KW
- 6) Meter No- 10026857
- 7) Installed on: 06.11.2022 with IMR: "0" Kwh
- 8) CMR: "16128" Kwh on dtd.31.01.2024
- 9) Facts of the complainant: Revision of bill & billing category
- 10) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The power supply was disconnected from 07.02.2023.
  - The consumer was wrongly billed 38790 units in the month Of 10/2021.

#### **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 and billing category. The OP submitted that the consumer was wrongly billed 38790 units in the month Of 10/2021. And the power supply was disconnected from 07.02.2023.
- As per billing database the category of billing is LT- / PUBLIC WATER WORKS AND SEWERAGE < 110 KVA, whereas the agreement dtd.30.03.2021 the category mentioned as LT-/ IRRIGATION PUMPING AND AGRICULTURE.
- The bill revision from 04/2021 to 01/2023 in LT-/ IRRIGATION PUMPING AND AGRICULTURE has already been considered on dtd. 17.03.2024 as appeared in billing database.

**ORDER**  
**30.03.2024**

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 Change the billing category from LT- / PUBLIC WATER WORKS AND SEWERAGE < 110 KVA to LT-/ IRRIGATION PUMPING AND AGRICULTURE.
- As the bill revision has already been taken place in appropriate category, so bill revision is not required.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Conditions of Supply) Code, 2019.
- To reconnect the power supply after obtaining requisite reconnection fees.

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- April-24.

  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna  
Copy to: -

  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
R.K. NAIK  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

1. The President, Mahalaxmi P P, Repr. By Sri Dhableswar Podh, At- Dendoguda, Po- Laitara, Ps- Kesinga, Dist-Kalahandi. Mob No- 99380-66045
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.”