



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/ 79⁽⁵⁾

Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 197 /2023		
2	Complainant/s	Name & Address The President Ram P.P Repr By Sri Ghana Shyam Naik, At-Luhagaon, Po-Sosia, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9040-0102-0163	Contact No. 8018903461
3	Respondent/s	Name Sri Lokanath Dash, EE, KWED, Repr By Sri Jayanta Kumar Swain, D.FM (F&C 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	07.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√	Respondent
11	Details of Compensation awarded, if any.	Nil		Others

S. W.
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

Ranjan
Co-Opted Member
GRF, Bhawanipatna

Ranjan
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – The President Ram P.P Repr By Sri Ghana Shyam Naik, At- Luhagaon, Po-Sosia, Ps-Dharamgarh, Dist-Kalahandi
2. **For the Respondent** – Sri Lokanath Dash, EE, KWED, Repr By Sri Jayanta Kumar Swain, D.FM (F&C Bhawanipatna. TPWODL

Complaint Case No. 197/2023

The President Ram Pani Panchayat
Repr By Sri Ghana Shyam Naik
At-Luhagaon
Po-Sosia
Ps-Dharamgarh
Dist.-Kalahandi.
Con. No 9040-0102-0163

COMPLAINANT

-Versus-

Sri Lokanath Dash, EE, KWED,
Repr By Sri Jayanta Kumar Swain,
D.FM (F&C Bhawanipatna.
TPWODL

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer The President, Ram Pani Panchayat rep- Sri Ghanasyam Naik AT- Luhagaon P.O - Sosia 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 7.5 HP having consumer No- **9040-0102-0163** under EE KWED 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 withdraw the bill of defective period.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from April-2018 to December-2023
- 3) Date of supply: 01.01.1990
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load: 7.5 HP
- 6) Meter No- 10024359
- 7) Installed on: 20.03.2023
- 8) CMR: 5040 KWH on dtd.09.01.2024
- 9) Fact of the Complainant:
- 10) As per written version submitted by EE, KWED, Bhawanipatna as follows:
 - The date of power supply of the consumer is 01.01.1990.
 - The consumer was billed on average basis upto February-2023.
 - The new meter was changed on 20.03.2023.

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 withdraw the billing was raised during the defective period. The OP submitted that the consumer was billed on average basis upto February-2023. And a new meter was changed on 20.03.2023
- As per the letter of Dy. EE, LI sub-division, Bhawanipatna that the LI project at Luhagaon-II under Dharmagarh block was defunct since 17.10.2015 to March-2021 due to damage of HT line by flood.

ORDER
01.02.2024

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 withdraw the EC, ED and any other charges from the bill was raised during the period from 10/2015 to 03/2021, and only fix charges to be levied to the complainant for the above period.
- To revise the bill from 04/2021 to 12/2023 (excluding the LD period) by taking one year average consumption of new meter has been installed on 03/2023.
- Only fix charges to be levied to complainant for LD period (i.e.10/23 to 11/23).

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- 2024.

B. NAIK
CO-OPTED MEMBER
 Co-Opted Member
 GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
 Member (Fin.)
 GRF, Bhawanipatna

R. NAIK
PRESIDENT
 PRESIDENT
 GRF, Bhawanipatna

Copy to: -

3. The President Ram Pani Panchayat, Repr. Ghanasyam Naik AT- Luhagaon, P.O Sosia Dist- Kalahandi, Mob No-8018903461.
4. EE, KWED, Bhawanipatna TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."