



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/ 627(S)

Dated, the 28.10.2024

Quorum:

Er. Ranjan Kumar Naik
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-375/2024																		
2	Complainant/s	Name & Address Sri Pradeep Kumar Sahu, Repr. By Sri Prahallad Sahu, At/Po-Dhamanpur, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9040-0102-0490	Contact No. 99389-96382																
3	Respondent/s	Name Sri Jayanta Kumar Swain AFM, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																	
4	Date of Application																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			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) -	
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6	Section(s) of Electricity Act, 2003 involved																			
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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										
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6. Others																				
8	Date(s) of Hearing	18.09.2024																		
9	Date of Order	28.10.2024																		
10	Order in favour of	Complainant <input checked="" type="checkbox"/> Respondent <input type="checkbox"/> Others <input type="checkbox"/>																		
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: Dharamgarh
Appeared:

1. **For the Complainant** – Sri Pradeep Kumar Sahu, Repr. By Sri Prahallad Sahu, At/Po-Dhamanpur, Ps-Golamunda, Dist.-Kalahandi.
 2. **For the Respondent** – Sri Jayanta Kumar Swain AFM, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.
- Complaint Case No. BPT-375/2024**

Sri Pradeep Kumar Sahu,
Repr. By Sri Prahallad Sahu,
At/Po-Dhamanpur,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No. 9040-0102-0490

Sri Jayanta Kumar Swain AFM,
Repr. For Sri Aryapran Siladitya Samal
EE, KWED, Bhawanipatna,
TPWODL.

COMPLAINANT

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pradeep Kumar Sahu, Repr.by Sri Prahallad Sahu, At/Po- Dhamanpur, Ps- Golamunda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 18.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.5 KW having consumer no-- 9040-0102-0490 under EE, KWED, Bhawanipatna
- 2) As complain by the complainant that the provisional/average bill was served from 09/2023 to 05/2024.
- 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 excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 03/10/2024
- 2) Bill details from: April 2018 to August 2024



- 3) Date of supply: 29/04/2014
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 2.50 KW
- 6) Meter No – TWSC59012419
- 7) Installed on: 17/06/2024 with IMR: "0"
- 8) CMR: 36 Kwh as on 03/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
 - The consumer was disconnected and bill stopped till July 2023, where the arrear was Rs. 3547.48/-.
 - The consumer was reconnected 08/2023 by clearing all arrears.
 - Though during bill stop period the consumer was not billed and the consumer lived from bill stopped the monthly demand charges Rs. 1160/- claimed in the month of reconnection period which is justified.
 - The consumer was billed 09/2023 to 06/2024 on average basis in defective meter.

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 disconnected and bill stopped till July 2023, where the arrear was Rs. 3547.48/-.
- The consumer was reconnected 08/2023 by clearing all arrears.
- Though during bill stop period the consumer was not billed and the consumer lived from bill stopped the monthly demand charges Rs. 1160 claimed in the month of reconnection period which is justified.
- The consumer was billed 09/2023 to 06/2024 on average basis in defective meter.

ORDER **28.10.2024**

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 09/2023 to 05/2024 by taking one-year average consumption of new meter install on 17/06/2024.

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-June-25


B. NAIK
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. Sri Pradeep Kumar Sahu, Repr.by Sri Prahallad Sahu, At/Po- Dhamanpur, Ps- Golamunda, Dist- Kalahandi
2. EE, KWED, 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."