



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/ 116⁽⁵⁾

Dated, the 22.02.2024

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

| | | | | |
|----|--|--|---|----------------------------|
| 1 | Case No. | Complaint Case No. 250/2023 | | |
| 2 | Complainant/s | Name & Address Sri Priti Ranjan Mund, At-Bodelbandha, Po-Poruaguda, Dist-Kalahandi. | Consumer No. 9040-0102-0613 | Contact No. 63719-74477 |
| 3 | Respondent/s | Name Sri Jayanta Kumar Swain, Dy Mgr.F&C, Repr.for Sri Lokanath Dash, EE, KWED, Bhawanipatna TPWODL. | Division Kalahandi West 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) 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 | | |
| 8 | Date(s) of Hearing | 29.12.2023 | | |
| 9 | Date of Order | 22.02.2024 | | |
| 10 | Order in favour of | Complainant | ✓ Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |

22.02.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

22.02.24
Co-Opted Member
GRF, Bhawanipatna
Page 1 | 3

22/02/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Priti Ranjan Mund, At-Bodelbandha, Po-Poruaguda, Dist-Kalahandi.
2. **For the Respondent** – Sri Jayanta Kumar Swain Dy Mgr.F&C, Repr. For Sri Lokanath Dash, EE, KWED, Bhawanipatna TPWODL.

Complaint Case No. 250/2023

Sri Priti Ranjan Mund,
At-Bodelbandha,
Po-Poruaguda,
Dist-Kalahandi.

COMPLAINANT

Con. No. 9040-0102-0613

-Versus-

Sri Jayanta Kumar Swain Dy Mgr.F&C,
Repr. By Sri Lokanath Dash,
EE, KWED, Bhawanipatna
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Priti Ranjan Mund AT- Budelbandh, P.O- Paruaguda Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at Bhawanipatna on dtd. 29.12.2023 in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer No. **9040-0102-0613** 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 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) Billing Abstract from April 2018 to December 2023.
- 2) Date of supply: 08-Mar-2016
- 3) Category: Irrigation
- 4) Connected Load: .4 KW
- 5) Meter: WCV57311
- 6) Installed on: 17-Feb-2024
- 7) CMR: NA
- 8) Facts of the complainant: to revise the average bill from 04/2018 to 01/2024.
- 9) As per written version submitted by EE, KWED Bhawanipatna stated as follows:



- The consumer was billed on average basis from June- 2018 to December- 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 average billing. The OP submitted that the consumer was billed on average basis from June- 2018 to December- 2023.
- As per billing database a new meter has installed in the consumer premises on dtd.17.02.2024.

ORDER
22.02.2024

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 from February-2022 to January-2024 by taking 1 year average consumption of new meter installed on dtd.17.02.2024.

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- March- 2025.

Recd
B. NAIK *22.2.24*
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

22.02.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

22/02/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

Grievance Redressal Forum
TPWODL, Bhawanipatna

1. Sri Priti Ranjan Mund AT- Bodelbandha, P.O- Paruaguda PS-Kalampur Dist- Kalahandi.M. No 6371974477
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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”