



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/ 242RD 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-101/2024		
2	Complainant/s	Name & Address Anukul Chandra P.P, Repr. By Sri Gupteswar Nial, At/Po-Deundi, Ps-Kalaipala, Dist.-Kalahandi.	Consumer No 9040-0102-1032	Contact No. 91781-60940
3	Respondent/s	Name Sri Jayanta Swain, DM (Fin), Repr. For Sri Lokanath Das, 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) <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	21.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

Recd
18/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

18.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

18/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Charbahal
Appeared:**

1. **For the Complainant** – Anukul Chandra P.P, Repr. By Sri Gupteswar Nial, At/Po-Deundi, Ps-Kalaipala, Dist.-Kalahandi.
2. **For the Respondent** – Sri Jayanta Swain, DM (Fin), Repr. For Sri Lokanath Das, EE, KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-101/2024

Anukul Chandra P.P,
Repr. By Sri Gupteswar Nial,
At/Po-Deundi,
Ps-Kalaipala,
Dist.-Kalahandi.
Con. No.9040-0102-1032

COMPLAINT

Sri Jayanta Swain, DM (Fin),
Repr. For Sri Lokanath Das,
EE, KWED, Bhawanipatna
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Gupteswar Nial, Represented for Anukul Chandra Pani Panchayat, At/PO- Deundi Ps-Kalaipala, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Charbahal on dt. 21.02.24, 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. **9040-0102-1032** under EE KWED Bhawanipatna.
- 2) As complained by the complainant the bill was generated during the disconnection period from 2017 to 2021 due to not working of his LI point. And withdraw the provisional bill generated till 2021.
- 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 withdraw the provisional bill was raised from 2017 to 2021.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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



- 1) PVR: Not Available
- 2) Billing Abstract from April 2020 to February 2024
- 3) Date of supply 07.04.2017
- 4) Category: LT/ Irrigation
- 5) Connected Load 7.50 KW
- 6) Meter No- 10015457
- 7) Installed 23.12.2022 with IMR"0"
- 8) CMR: Not available
- 9) Fact of the complainant: NIL
- 10) As written version submitted by EE KWED Bhawanipatna as follows:
 - The consumer was billed on provisional basis from date of power supply to 12/2022.

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 withdraw the provisional billing till 2021. The OP submitted that the consumer was billed on provisional basis from date of power supply to 12/2022.
- As per billing data base amount of Rs. 4147.29 was credited towards defective period assessment for the period Jan-21 to Nov-2022, effect on 05.01.2024, basing on six months average consumption of new meter installed on 23.12.2022.

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 12/2020 to 11/2022 by taking 1year average consumption of present meter (i.e. IMR "0" Kwh on 01/2023 and FMR "6708" Kwh on 12/2023) as the complainant belongs to LT/Irrigation and Pumping and seasonal consumption.
- To withdraw the earlier bill revision towards defective period assessment for the period Jan-21 to Nov-2022, effect on 05.01.2024.

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
T.P.W.O.D.L. Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Co2py to: -

1. Sri Gupteswar Nial, Represented for Anukul Chandra Pani Panchayat, At/PO- Deundi Ps-Kalaipala, Dist- Kalahandi
2. EE KWED Bhawanipatna.
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.”

GRF BHAWANIPATNA