



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/ 349⁽⁵⁾

Dated, the 30.05.2024

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-154/2024		
2	Complainant/s	Name & Address Kaleswar Pani Panchayat, Sri Aditya Kumar Panda, At-Badkenduguda, Po-Durkathenga, Ps-Ampani, Dist.-Kalahandi.	Consumer No 9040-0102-1439	Contact No. 99376-54248
3	Respondent/s	Name Sri Deepak Kumar Sahoo, Repr. For Sri Loknath 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) 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	20.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil	✓	

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature] 30.05.24
MEMBER (Fin.)

MEMBER 114
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: chilguda
Appeared:

1. **For the Complainant** – Kaleswar Pani Panchayat, Sri Aditya Kumar Panda, At-Badkenduguda, Po-Durkathenga, Ps-Ampani, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, Repr. For Sri Loknath Das, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-154/2024

Kaleswar Pani Panchayat,
Sri Aditya Kumar Panda,
At-Badkenduguda,
Po-Durkathenga, Ps-Ampani,
Dist.-Kalahandi.

Con. No.9040-0102-1439

Sri Deepak Kumar Sahoo,
Repr. For Sri Loknath Das,
EE KWED, Bhawanipatna,
TPWODL.

COMPLAINANT

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Kaleswar Pani Panchayat, Sri Aditya Kumar Panda, At-Badkenduguda Po- Durkathenga, Ps- Ampani, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant appeared and submitted during course of hearing at camp court at Chilguda on dt. 20.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 7.50 KW having consumer No **9040-0102-1439** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant about the abnormal bill during 10/2022 to 03/2023.
- 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: Not Available



- 2) Billing Abstract from December 2018 to April 2024
- 3) Date of supply 21/12/2018
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load 7.50 KW
- 6) Meter No- 10017130
- 7) Installed on 01/03/2023 with IMR: 0
- 8) CMR: NA
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE, KWED, Bhawanipatna as follows:
 - The consumer was billed on actual basis from the date of supply to till the date of meter change.
 - The meter was changed on dt. 01.03.2023, after that the consumer was billed on actual basis.

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 abnormal billing. The OP submitted that the consumer was billed on actual basis from the date of supply to till the date of meter change.
- The meter was changed on dt. 01.03.2023, after that the consumer was billed on actual basis.
- As per billing database the meter no. WVT02476 has shown FMR as 14578.8 Kwh on 11/2022, after that provisional bill was raised till 03/2023.
- In the meter change report submitted by MRT the meter no. WVT02476 was changed on dtd. 01.03.2023 and the final reading was 19358 Kwh on 01/02/2023.

ORDER **30.05.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

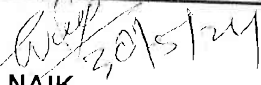
The OP is directed as follows:

- To revise the bill by way of recasting from 10/2022 to 03/2023 with IMR "12501" Kwh on 10/2022 and FMR "19358" Kwh on 03/2023.

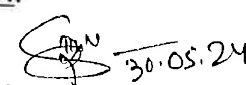
The case is disposed of accordingly.

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-24.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWCD, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Kaleswar Pani Panchayat repr. by Sri Aditya Kumar Panda, At- Badkenduguda Po- Durkathenga, Ps- Ampani, 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."

GRIEVANCE REDRESSAL FORUM
BHAWANIPATNA
TPWODL