



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/ 463^{LD} Dated, the 31.07.2024

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-253/2024		
2	Complainant/s	Name & Address Sri Susanta Kumar Panda, Repr. By Sri Manas Ranjan Panda, At-Khangarguda, Po-Badkutru, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9040-0102-1979	Contact No. 97776-67459
3	Respondent/s	Name Sri Deepak Kumar Sahoo, 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	12.06.2024		
9	Date of Order	31.07.2024		
10	Order in favour of	Complainant	√	Respondent
				Others
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: Koksara

Appeared:

1. **For the Complainant** – Sri Susanta Kumar Panda, Repr. By Sri Manas Ranjan Panda, At-Khangarguda, Po-Badkutru, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, Repr. For Sri Lokanath Das, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-253/2024

Sri Susanta Kumar Panda,
Repr. By Sri Manas Ranjan Panda,
At-Khangarguda,
Po-Badkutru, Ps-Kalampur,
Dist.-Kalahandi.

Con. No.9040-0102-1979

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Susanta Kumar Panda, Repr. by Repr. by Sri Manas Ranjan Panda, AT- Khangarguda Po- Badkutru, Ps- Kalampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Koksara on dt. 12.06.24, 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- **9040-0102-1979** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant the bill was raised during TR burnt period.
- 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 bill was raised during the TR burnt 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: 01/08/2024
- 2) Bill details from February 2021 to June 2024



- 3) Date of supply 30/06/2019
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No – TPU007818
- 7) Installed on 11/10/2021 with IMR: "0"
- 8) CMR: 5065 Kwh as on 01/08/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
 - The date of power supply of the consumer is 30.06.2019.
 - The consumer was billed on average basis from the date of power supply to date of meter change, i.e.11.10.2021.
 - The meter was changed on 11.10.2021.

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 provisional billing during the TR burnt period. The OP submitted that the date of power supply of the consumer is 30.06.2019.
- The consumer was billed on average basis from the date of power supply to date of meter change, i.e.11.10.2021.
- No documents could be provided, regarding duration of transformer failure, either by the complainant or by the respondent. So, the claim by the complainant seems to be unconvincing.
- However, based on the written version of the respondent the following order has been passed.

ORDER **31.07.2024**

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 06/2019 to 09/2021 by taking 1 year average consumption of present meter (i.e. IMR "0" Kwh on 10/2021 and FMR "1953" Kwh on 10/2022).


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- August-24


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Susanta Kumar Panda, Repr. by Repr. by Sri Manas Ranjan Panda, AT- Khangarguda
Po- Badkutru, Ps- Kalampur, 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.”

GRF BHAWANIPATNA