



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/ 85⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 233 /2023		
2	Complainant/s	Name & Address Sri Hajru Sahu, At- Bankel, P.O- Narla Road, P.S - Narla, Dist.-Kalahandi.	Consumer No. 9030-0101-1609	Contact No. 9337760184
3	Respondent/s	Name Sri Manas Ranjan Mati, EE, KEED, BHAWANIPATNA, TPWODL.	Division Kalahandi East 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	16.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

4.02.24
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

4.02.24
Co-Opted Member
GRF, Bhawanipatna

01/02/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Madanpur

Appeared:

1. **For the Complainant** – Sri Hajru Sahu, At- Bankel, P.O- Narla Road, P.S - Narla, Dist.- Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. 233/2023

Sri Hajru Sahu
At- Bankel,
P.O- Narla Road,
P.S - Narla,
Dist.-Kalahandi.
Con. No. 9030-0101-1609

COMPLAINANT

-Versus-

Sri Manas Ranjan Mati,
EE, KEED, Bhawanipatna,
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Harju Sahu AT-Bankel , P.O Narla Road Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9030-0101-1609** under EE KEED.
- 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 KEED Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR



- 2) Date of supply: 01-Jan-1990
- 3) Billing Statement: Feb 2001 to November 2023
- 4) Category: LT/ Irrigation pumping and agriculture
- 5) Connected Load: 4 KW
- 6) CMR: 3964 Kwh as on 02.01.2024.
- 7) Meter No: TPU 38575
- 8) Installed on: 25.06.22
- 9) Facts of the complainant: Revision of bill
- 10) As per written version submitted by SDO Narla as follows:

- An unit of 97671 was billed in the month of 02/2023.

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 excess billing. The OP submitted that a unit of 97671 was billed in the month of 02/2023.

ORDER
01.02.2024

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

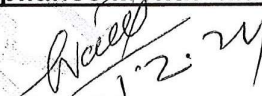
The OP is directed as follows:

- To revise the bill for the month of 02/2023 by taking average consumption of present meter (i.e. IMR "0" Kwh on 07/2022 and FMR "1732" Kwh on 06/2023).


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- March-24.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna
Copy to: -


K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


B.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Hajru Sahu AT-Bankel , P. O-Narla Road .Dist- Kalahandi.
2. EE KEED, 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."