



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/ 398⁽⁵⁾ Dated, the 28.06.2024

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-245/2024		
2	Complainant/s	Name & Address Late Sabita Majhi, Repr. By Sri Durbadhar Majhi, At/Po-Kantesir, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-2793	Contact No. 96668-74963
3	Respondent/s	Name Sri Kalyan Munda (I/C A.M(F&C)). Repr. For 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	<input checked="" type="checkbox"/>
		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 <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	27.05.2024		
9	Date of Order	28.06.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

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PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Late Sabita Majhi, Repr. By Sri Durbadhar Majhi, At/Po-Kantesir, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda (I/C A.M(F&C)). Repr. Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-245/2024

Late Sabita Majhi,
Repr. By Sri Durbadhar Majhi,
At/Po-Kantesir,
Ps-Kesinga,
Dist.-Kalahandi.
Con. No.9030-0101-2793

COMPLAINANT

Sri Kalyan Munda (I/C A.M(F&C)).
Repr. For Sri Manas Ranjan Mati,
EE KEED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Late Sabita Majhi, Repr. By Sri Durbadal Majhi, AT/Po-Kantesir, Ps- Kesinga, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 27.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 2.5 KW having consumer no- **9030-0101-2793** under EE, KEED 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, KEED Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 05/06/2024
- 2) Billing abstract from Nov-2012 to April-2024
- 3) Date of supply 01/09/2012



- 4) Category: LT/Irrigation Pumping and agriculture
- 5) Connected Load 1 KW
- 6) Meter No – TPU32798
- 7) Installed on 31/12/2021 with IMR: "0"
- 8) CMR: 3289 Kwh as on 05/06/2024
- 9) The meter status OK
- 10) Facts of the complainant: Abnormal billing with wrong MF.

Written version submitted by EE KEED Bhawanipatna is as follows:

- As per PVR submitted by ESO Nunmath, the consumer is availing single phase power supply through single phase LT cable. In the month of 12/2019 consumer was billed as MF 3 instead of MF 1.
- As per GRF order vide CC no149/2023, avg/provisional bills were revised from 03/2020 to 01/2022 by taking one-year average consumption of new meter from 01/2022 to 12/2022.
- As in the month of 12/2019 consumer was billed with 37623 units as MF 3, we may revise the bill for the month of 12/2019 by taking MF 1.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complainant petition, relevant documents, version as submitted by OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing in one month with wrong MF.
- The OP stated that as per field verification report of ESO Nunmath, MF should be 1 instead of 3 for which wrong bill generated in the month of 12/2019.
- Bill for the month of 12/2019 needs to be revised with MF 1 as single-phase supply was provided with single phase meter to the consumer.

ORDER

28.06.2024

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 of December 2019 with MF 1 instead of MF 3.

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- July-24


B. NAIK
Co-Opted Member
Co-Opted Member
CRF, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna



Copy to: -

1. Late Sabita Majhi, Repr. By Sri Durbadal Majhi, AT/Po- Kantesir, Ps- Kesinga, 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.”