



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI-766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

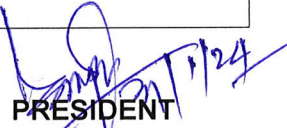
Memo No. GRF/BPT/Order/_____ Dated, the _____

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

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|----|--|---|--|----------------------------|--------|
| 1 | Case No. | Complaint Case No. 153 /2023 | | | |
| 2 | Complainant/s | Name & Address Sri Santosh Barik, At-Rengali, P.O-Kasurpada, P.S-Kesinga, Dist.-Kalahandi. | Consumer No 9030-0101-3090 | Contact No. 96682-04763 | |
| 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) 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 | 10.11.2023 | | | |
| 9 | Date of Order | 31.01.2024 | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | | |


31.01.24
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Nunmath

Appeared:

1. **For the Complainant** – Sri Santosh Barik, At-Rengali, P.O-Kasurpada, P.S-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE, KEED, Bhawanipatna, TPWODL.

Complaint Case No. 153/2023

Sri Santosh Barik,
At-Rengali,
P.O-Kasurpada,
P.S-Kesinga,
Dist.-Kalahandi.
Con. No. 9030-0101-3090

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Santosh Barik, At: Rengali, Po- Kasurpada, Kesinga, 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 Pumping and Agriculture supply with CD of 1.5 KW having consumer No. **9030-0101-3090** 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) Billing Abstract from November-2015 to November-2023
- 2) PVR
- 3) Date of supply: 13/08/2015
- 4) Category: LT/ Irrigation Pumping & Agriculture
- 5) Connected Load: 1.5 KW
- 6) Meter No: 10045653
- 7) Installed on. 28.10.2023.
- 8) CMR: 1719 Kwh on dtd. 11.12.2023
- 9) As per written version submitted by EE, KEED. Bhawanipatna as follows:
 - The consumer was billed as actual basis in the month of 04/2022 and the total provisional bill was adjusted.

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. The OP submitted that in the consumer was billed provisional basis in various periods and the consumer getting bill from 04/2022 on actual basis and again on provisional basis up to 10/2023 after installation of new meter.

ORDER
31.01.2024


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 09/2021 to 08/2023 by taking 1year average consumption of new meter installed on 28.10.2023 (though the consumer is LT/Irrigation & Pumping and Agriculture category).

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month- November-24.


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Santosh Barik, At: Rengali, Po- Kasurapada, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

