



## 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/ 01 <sup>(5)</sup> Dated, the 01.01.2024

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

1	Case No.	Complaint Case No. 150 /2023		
2	Complainant/s	Name & Address Sri Sahadev Majhi, At-Kantesir, Po-Kantesir, P.S-Kesinga, Dist.-Kalahandi.	Consumer No 9030-0101-3249	Contact No. 9556874963
3	Respondent/s	Name Sri Manas Ranjan Mati, E.E, 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	01.01.2024		
10	Order in favour of	Complainant	✓	Respondent
				Others
11	Details of Compensation awarded, if any.	Nil		

  
MEMBER (Fin.)

**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

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PRESIDENT

**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Nunmath

**Appeared:**

**For the Complainant** – Sri Sahadev Majhi, At-Kantesir, Po-Kantesir, P.S-Kesinga, Dist.-Kalahandi.

**For the Respondent** – Sri Manas Ranjan Mati, E.E, KEED, Bhawanipatna. TPWODL

**Complaint Case No. 150/ 2023**

Sri Sahadev Majhi,  
At-Kantesir,  
Po-Kantesir,  
P.S-Kesinga,  
Dist.-Kalahandi.  
Con. No. 9030-0101-3249

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLANT:**

The Complainant Sri Sahadev Majhi appeared before the Forum during the camp court held at Nunmath on dt. 10/11/2023 for provisional/average bill done for the irrigation point owned by him due to meter defect, prior to installation of new meter on 31/12/2021.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding provisional/average billing done against the irrigation consumer owned by him before installation of new meter on date 31/12/2021. He requested to revise the load factor bill as per the consumption pattern of the presently installed meter.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (EE, KEED) has submitted the following documents:

a) A written Statement, stated that:

- The consumer was billed as provisional/average basis from 08/2016 to 01/2022.
- As the consumer has claimed to withdraw the motor brunt period and as per the PVR submitted by ESO Nun math, the consumer was failed to submit the certificate from OLIC department.
- So, provisional bill period may revise by taking average reading of six-months.

b) PVR Dtd. 11/12/2023 was submitted mentioning meter number as TPU32586 and CMR as "583".





## OBSERVATIONS OF THE FORUM

From the database and statement as submitted by EE, KEED, the Forum observed that provisional/average bills, prior to installation of new meter on date 31/12/2021, were served on load factor basis with 630 units per months which is in higher side in comparison to the present consumption pattern. The consumer was also aggrieved for provisional/average bills on load factor, which were served to him. So, load factor bills need to be revised.

**ORDER**  
**01.01.2024**

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

To revise the average/provisional bills from December-2019 to November-2021 on one-year average consumption of the present meter i.e. from January-2022 taking IMR as "0" to December-2022 taking FMR as "309" being an irrigation point having seasonal consumption.

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- January-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)

**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

  
R.K. NAIK  
PRESIDENT  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Sahadev Majhi, At/Po: Kantesir, Ps: Kesinga, Dist- Kalahandi.
2. EE, KEED, TPWODL, Bhawanipatna.
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."