Ot......CRIEVANCE REDRESSAL FORUM, BHAWANIPATNA
PLOT NO. 283, PURUNAPADA, BHAWANIPATNA

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

Memo No. GRF/BPT/Orde	r/	Dated, the_	01.01.2024	
Quorum: Er. Ranian	Kumar Naik	_	President	

Sri Kamala Kanta Pattnaik

2 Complainant/s  Sri Sahadev Majhi, At-Kantesir, Po-Kantesir, P.S-Kesinga, DistKalahandi.  Name Sri Manas Ranjan Mati, E.E., KEED, Bhawanipatna. TPWODL  1. Agreement/Termination 3. Classification/Reclassificat ion of Consumers 5. Disconnection / Reconnection of Supply apparatus of Consumer 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer 14. Voltage Fluctuations 15. Others (Specify) −  Section(s) of Electricity Act, 2003 involved  OERC Regulation(s) with Clauses 10. OERC Distribution (Licensee's Standard of Peregulations, 2004; Clause 3. OERC Conduct of Business) Regulations, 2004; Clause 4. Odisha Grid Code (OGC) Regulation, 2006; Clause 5. Others 8. Date(s) of Hearing 9. Date of Order 10. Order in favour of 10. Others 11. Others (Specify) −  12. Shifting of Service Connection of Supply (Code, 2019; Clause) (Clause) (Code, 2004; Clause) (Clause) (Clause				3	e No. 150 /20	Complaint Cas	Case No.	1
2   Complainant/s   Sri Sahadev Majhi, At-Kantesir, Po-Kantesir, P.S-Kesinga, DistKalahandi.   9030-0101-3249   9:   3   Respondent/s   Sri Manas Ranjan Mati, E.E., KEED, Bhawanipatna. TPWODL   Nation Ralahandi East E Division, TPW     4   Date of Application   1. Agreement/Termination   2. Billing Disputes   3. Classification/Reclassificat ion of Consumers   4. Contract Demand / Connection of Consumers   5. Disconnection of Supply   Supply Reconnection of Supply   7. Interruptions   8. Metering   9. New Connection   10.Quality of Supply & GSOP   11. Security Deposit / Interest   12.Shifting of Service Connection   2. Supply Reconnection   10.Quality of Supply & GSOP   11. Security Deposit / Interest   12.Shifting of Service Connection   15. Others (Specify)   15. O	ontact No.	ner No Conta	Consumer	• · · · · · · · · · · · · · · · · · · ·			•	
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11 Details of Compensation Nil awarded, if any.		1	1			ation Nil		11

MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWDL, Bhawanipatna

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PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanigatna

Member (Finance)



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
  - 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". come i factorice florica calcaration

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## **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.)

MEMBÉR Grievance Redressal Forum TRW60DL, Bhawanipatna R.K. NAIK
PRESIDENT
PRESIDENT
Grievance Redressal Form

Grievance Redressal Forum TPW DL, Bhawanipatna

- 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."