



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 225 Dated, the 05.04.2024

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-79/2024		
2	Complainant/s	Name & Address Sri Naresh Kumar Pandey, Repr. By Sri Raghmani Pandey, At-Dangargundri, Po-Sarian, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-5126	Contact No. 82498-73376
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	15.02.2024		
9	Date of Order	05.04.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature] 05.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Naresh Kumar Pandey, Repr. By Sri Raghumani Pandey, At-Dangargundri, Po-Sarian, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manas Ranjan Mati, EE KEED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-79/2024

Sri Naresh Kumar Pandey,
Repr. By Sri Raghumani Pandey,
At-Dangargundri,
Po-Sarian, Ps-Narla,
Dist.-Kalahandi.
Con. No.9030-0101-5126

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

During the camp court held on 15/02/2024 at Narla Subdivision office, the Complainant Sri Raghumani Pandey (for Naresh Kumar Pandey) appeared before the Forum for wrong meter rent charged against his irrigation point.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding the wrong meter rent charged from date of power supply to 09/2023. He requested to withdraw the wrong meter rent and to charge actual meter rent.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (SDO Elect. Khariar) in his counter replay and course of hearing, submitted as follows:

- Date of supply is : 26/12/2021.
- Category : LT/IRR
- Connected load : 5.00 KW.
- Meter No : 10026863.
- Date of installation : 14/11/2022 with IMR '0'
- Meter CMR : 0 as per PVR dtd 02-Mar-2024.
- Meter status : OK
- Billing abstract : from Feb-2022 to Feb-2024.
- Fact of the complaint : Bill revision required from 06/2022 to 11/2022 by taking average consumption of new meter and meter rent from 01/2022 to 10/2022 is to be charged as Rs 150/-.
- As per written version of SDO Elect. Narla



- As per PVR given by ESO Narla, there is no motor at the site. As no motor is running, reading is zero.
- Consumer raised objection for meter rent from 01/2022 to 09/2023.

OBSERVATIONS/FINDINGS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement, the forum observed as follow:

- Consumer was aggrieved with wrong meter rent charged from 01/2022 to 09/2023 @1000/- per month. Being an irrigation point and billing meter is on LT side, meter rent should be charged @150/- per month.

ORDER
05.04.2024

Based on the 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 recalculate the meter rent @ Rs150/- per month instead of Rs1000/- for the period 01/2022 to 09/2023 and excess meter rent levied to be withdrawn.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Condition of supply) Code 2019.

Case is disposed of accordingly.

Compliance Month- May-24.

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


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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Naresh Kumar Pandey, Repr. by Raghumani Pandey, At: Dangardungri, Po: Sarian, Dist-Kalahandi.
2. EE, KEED, TPWODL, Bhawanipatna.
3. Superintending Engineer, Electrical Circle, TPWODL, Bhawanipatna.
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.”