



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/_____

Dated, the _____

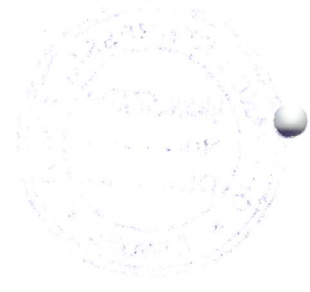
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

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|----|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------|
| 1 | Case No. | Complaint Case No. 124 /2023 | | |
| 2 | Complainant/s | Name & Address Sri Maheshram Majhi, At- Dhanara, P.O- Kuliabandha, P.S-Beltukri, Dist.- Nuapada. | Consumer No 9060-0101-5598 | Contact No. 63722-56528 |
| 3 | Respondent/s | Name Sri Akshya Kumar Samal, Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL. | Division Nuapada 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 | 08.11.2023 | | |
| 9 | Date of Order | 31.01.2024 | | |
| 10 | Order in favour of | Complainant ✓ | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |

MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Khariar Road

Appeared:

1. **For the Complainant** – Sri Maheshram Majhi, At- Dhanara, P.O-Kuliabandha, P.S-Beltukri, Dist.-Nuapada.
2. **For the Respondent** – Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda, EE, NED, Nuapada, TPWODL.

Complaint Case No. 124/2023

Sri Maheshram Majhi,
At- Dhanara,
P.O-Kuliabandha,
P.S-Beltukri
Dist.-Nuapada
Con. No. 9060-0101-5598

COMPLAINANT

-Versus-

Sri Akshaya Kumar Samal, Repr. for Sri Sambit Kumar Nanda,
EE, NED, Nuapada,
TPWODL,

OPPOSITE PARTY

GIST OF THE COMPLANT:

The Complainant Sri Mahesh Ram Majhi appeared before the Forum during the camp court held at Khariar Road on dt. 08/11/2023 for revision of load factor bill done for the period March-2021 to August-2021 with 4796 units/month having 3 KW motor load as the borewell point was charged without meter, which seems to be unjustified.

SUBMISSION OF COMPLAINANT DURING HEARING:

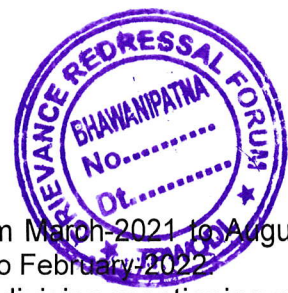
The complainant reiterated his complaint regarding an unusually high amount bill being served to him in the month of May-2021. He had logged a written complaint with EE Nuapada (submitted received copy of complain). There after he got load factor bill for another two months. He requested to revise the load factor bill for the said period.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (JFM F&C NED Nuapada) has submitted the following documents:

- a) A written Statement, stated that:
 - The date of power supply is 12/01/2020.
 - Category is LT/Irrigation pumping and agriculture.
 - Connected load is 3.0 KW.
 - Meter no is 10057438 with CMR 19.48 Kwh.

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- The consumer was billed on average basis from March-2021 to August-2021 and thereafter with zero units from September-2021 to February-2022.
- b) PVR Dtd. 08/01/2024 was submitted by MRT Subdivision mentioning meter no. as 10057438 with CMR as 67.09.

OBSERVATIONS OF THE FORUM

From the database & statement as submitted by JFM (F&C), NED, and document submitted by consumer, the Forum observed that without installing meter at the time of power supply, load factor bill with 4796 units/month was served to consumer from March-2021 to August-2021 and thereafter with zero units from September-2021 to February-2022. Meter having Sl. No. TPU018067 was installed on 02/03/2022, which was again replaced with a new smart meter on 23/10/2023. So, the abnormal bills need to be revised.

ORDER
30.01.2024

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

Direction of Forum:

To revise bill from March-2021 to February-2022 on the basis of one-year average consumption taking IMR as '0' on March-2022 and FMR as '3530' on February-2023.

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- February-24.


31.01.24

K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


31/1/24

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Mahesh Ram Majhi, At: Dhanara, Po: Kuliabandha, Dist-Nuapada.
2. EE, NED, TPWODL, Nuapada.
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."

