



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/ 416^(S) Dated, the 29.07.2024

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

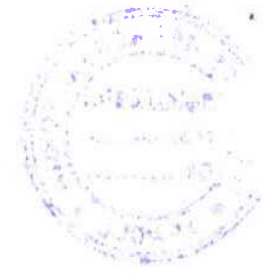
1	Case No.	Complaint Case No. BPT-244/2024		
2	Complainant/s	Name & Address Sri Bibhisn Thela, Repr. By Sri Ranjit Thela, At-Boringpadar, Po-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0102-3088	Contact No. 81088-06897
3	Respondent/s	Name Sri Sanjeeb Kumar Naik J.E, Repr. For Sri Devi Prasad Dixit, SDO Elect. Kesinga, 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) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	27.05.2024		
9	Date of Order	29.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any	Nil		

Accepted 29/7/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Kesinga
Appeared:**

1. **For the Complainant** – Sri Bibhisan Thela, Repr. By Sri Ranjit Thela, At-Boringpadar, Po-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Sanjeeb Kumar Naik J.E, Repr. For Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-244/2024

Sri Bibhisan Thela,
Repr. By Sri Ranjit Thela,
At-Boringpadar,
Po-Kesinga,
Dist.-Kalahandi.

Con. No.9033-0102-3088

COMPLAINANT

Sri Sanjeeb Kumar Naik J.E,
Repr. For Sri Devi Prasad Dixit,
SDO Elect. Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bibhisan Thela, Repr. By Sri Ranjit Thela, At-Boringpadar, P.O/Ps- Kesinga, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 27.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no- **9033-0102-3088** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was raised from 11/2019 to 06/2022.
- 3) 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 provisional/average bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 21/06/2024
- 2) Bill details from November 2019 to May 2024
- 3) Date of supply 17/05/2019

- 4) Category: LT/Domestic
5) Connected Load 1 KW
6) Meter No- WLT179961
7) Installed on 20/01/2020 with IMR: "0"
8) CMR: 1422 KwH as on 21/06/2024
9) Facts of the complainant: Revision of bill
10) As written version submitted by SDO Elect. Kesinga as follows:
- Average and provisional bill (without meter) generated from November 2019 to June 2022 and excess billing December 2022.
 - As per PVR submitted by JE and Officer RCM section office Kesinga on date 21/06/2024 the consumer was availing power supply from 20/01/2020.

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 excess billing. The OP submitted that average and provisional bill (without meter) generated from November 2019 to June 2022 and excess billing December 2022.
- As per PVR submitted by JE and Officer RCM section office Kesinga on date 21/06/2024 the consumer was availing power supply from 20/01/2020.

ORDER
29.07.2024

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 withdraw the bill from 11/2019 to 12/2019, as the power supply was availed on 20.01.2020.
- To recast the bill from 01/2020 to 01/2023 by taking IMR as "0" on 01/2020 and FMR "1007" on 01/2023.


The 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-August-24


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 Bibhisan Thela, Repr. By Sri Ranjit Thela, At- Boringpadar, P.O/Ps- Kesinga, Dist.- Kalahandi
2. SDO Elect. Kesinga, TPWODL.
3. EE, KEED, Bhawanipatna.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”

GRF BHAWANIPATNA