

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/ 179⁽⁵⁾ Dated, the 30.03.2024

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-25/2024		
2	Complainant/s	Name & Address Sri Purusottam Sahu, Repr. By Sri Giridhari Sahu, At-Bagad, Po/Ps-Kesinga, Dist-Kalahandi.	Consumer No 9033-0104-2583	Contact No. 95565-83125
3	Respondent/s	Name 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	<input checked="" type="checkbox"/>
		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	12.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan
27/3/24
CO-OPTED MEMBER

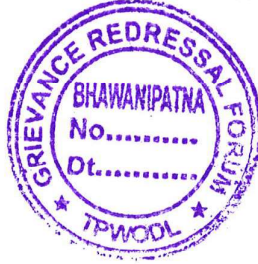
Co-Opted Member
GRF, Bhawanipatna

Kamala
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjan
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Sri Purusottam Sahu, Repr. By Sri Giridhari Sahu, At-Bagad, Po/Ps- Kesinga, Dist-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-25/2024

Sri Purusottam Sahu,
Repr. By Sri Giridhari Sahu,
At-Bagad,
Po/Ps-Kesinga,
Dist-Kalahandi.
Con. No.9033-0104-2583

COMPLAINT

Sri Devi Prasad Dixit,
SDO Elect. Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Purusottam Sahu, Repr. By Sri Giridhari Sahu, At-Bagad, Po/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.12.01.2024, 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 **9033-0104-2583** under SDO Elect. Kesinga.
- 2) 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 excess 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
- 2) Billing Abstract from July 2007 to December 2023
- 3) Date of supply 29-Jun-2007

- 4) Category: LT/ DOM
 5) Connected Load 1 KW
 6) Meter No- WCV44325
 7) Installed on: 02.2016 with IMR: "0"
 8) CMR: 7295 KwH on dtd.02.02.2024
 9) Facts of the complainant: Revision of bill
 3) As written version submitted by SDO Elect. Kesinga. as follows:
- The average bill was served to consumer from 07/2015 to 01/2016.



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 the average bill was served to consumer from 07/2015 to 01/2016.

ORDER
30.03.2024

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 revise the bill from 07/2015 to 01/2016 by taking six-month average consumption with IMR "163" KwH on 07/2016 and FMR "413" on 12/2016).

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- April24.

B. NAIK 27/3/24
B. NAIK
 Co-Opted Member
 Co-Opted Member
 GRF, Bhawanipatna

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

R.K. NAIK 20/3/24
R.K. NAIK
 PRESIDENT
PRESIDENT
 GRF, Bhawanipatna

Copy to: -

- Sri Purusottam Sahu, Repr. By Sri Giridhari Sahu, At- Bagad, Po/Ps- Kesinga, Dist- Kalahandi. Mob No- 95565-83125
- SDO Elect. Kesinga, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."