



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Ranisati Seba Sangh, Repr. By Sri Ananda Kumar Agrawal, C/O-Jyoti Enterprises, At/Po-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-129/2024

Ranisati Seba Sangh,
Repr. By Sri Ananda Kumar Agrawal,
C/O-Jyoti Enterprises,
At/Po-Kesinga,
Dist.-Kalahandi.
Con. No.9033-0104-3287

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Ranisati Seba Sangh, Repr. By Sri Ananda Kumar Agrawal, C/O-Jyoti Enterprises, At/Po-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. 16.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ General purpose supply with CD of 1 kw having consumer No **9033-0104-3287** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was raised during defective period.
- 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 dtd.16.04.2024



- 2) Billing Abstract from February 2017 to March 2024
- 3) Date of supply 24/02/2017
- 4) Category: LT/ General Purpose
- 5) Connected Load 1 KW
- 6) Meter No- 300068931
- 7) Installed on: 22/03/2023 with IMR: "0"
- 8) CMR: 05 Kwh as on 16/04/2024
- 9) Meter Status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - The provisional bill was served from 09/2018 to 01/2023.
 - As per PVR given by JE Kesinga, the service line was not in use from 01/2019 to till date. But, in the month of 03/2023 the old meter has replaced as the meter found defective.
 - Bill already revised from 03/2021 to 02/2023.

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 provisional/average billing. The OP submitted that the provisional/average bill was serve from 09/2018 to 01/2023, and, as per PVR given by JE Kesinga, the service line was not in use from 01/2019 to till date. But, in the month of 03/2023 the old meter has replaced as the meter found defective.
- As per billing database the provisional/average bill was served from 09/2018 to 01/2023.

ORDER **14.05.2024**


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


- To revise the bill from 09/2018 to 08/2020 by taking average consumption of present meter (i.e. IMR "0" Kwh on 03/2023 and FMR "6" Kwh on 03/2024).

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- June-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. Ranisati Seba Sangh, Repr. By Sri Ananda Kumar Agrawal, C/O-Jyoti Enterprises, At/Po-Kesinga, Dist.-Kalahandi.
2. SDO Elect. Kesinga, TPWODL.
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.”