



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 286⁽⁵⁾

Dated, the 14.05.2024

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-130/2024		
2	Complainant/s	Name & Address Smt Abanti Sahu, Repr. By Sri Bhartaram Sahu, At-Kesinga Ward No-18, Bagad, Po-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0104-3517	Contact No. 97766-43238
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 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	16.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Smt Abanti Sahu, Repr. By Sri Bhartaram Sahu, At-Kesinga Ward No-18, Bagad, Po-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-130/2024

Smt Abanti Sahu,
Repr. By Sri Bhartaram Sahu,
At-Kesinga Ward No-18, Bagad,
Po-Kesinga,
Dist.-Kalahandi.
Con. No.9033-0104-3517

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Abanti Sahu, Repr. By Sri Bharatram Sahu, At- Kesinga ward no-18, Bagad, PO- Kesinga, 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. 16.03.24, 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 **9033-0104-3517** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional bill was raised prior to date of power supply.
- 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 withdraw the provisional bill was raised prior to date of P/s.

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. 25.04.2024
- 2) Billing Abstract from September 2018 to February 2024
- 3) Date of supply 12/09/2018



- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- TPWODL1035187
- 7) Installed on: 26/09/2022 with IMR: "0"
- 8) CMR: 468 Kwh as on 25/04/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of the bill.
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Average billing (Without meter) was served to consumer from 09/2018 to 07/2022.
 - As per PVR submitted by JE, Kesinga, the date of power supply is 26.09.2022 instead of 12.09.2018.

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 withdraw the provisional bill was raised prior to date of P/s. The OP submitted that the average billing (Without meter) was served to consumer from 09/2018 to 07/2022.
- As per PVR submitted by JE, Kesinga, the date of power supply is 26.09.2022 instead of 12.09.2018.

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 withdraw the bill from 09/2018 to 07/2022, as the date of power supply is 26.09.2022 instead of 12.09.2018, as reported by the concerned ESO.

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
10/5/24
B. NAIK
Co-Opted Member
GRF, Bhawanipatna

K.K. PATNAIK
14.05.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Smt. Abanti Sahu Repr. by Bharatram Sahu, At- Kesinga ward no-18, Bagad, PO- Kesinga, Ps- 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."