



## 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/ 366<sup>(5)</sup> Dated, the 11.06.2024

**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-188/2024		
2	Complainant/s	Name & Address Sri Sankirtan Sandha, Repr. By Smt Kumudini Sandha, At/Po-Kesinga Ward No-5, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0106-3051	Contact No. 96926-10381
3	Respondent/s	Name Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) –	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	√
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	10.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
11/6/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]*  
11.06.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
11/6/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Sankirtan Sandha, Repr. By Smt Kumudini Sandha, At/Po-Kesinga Ward No-5, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-188/2024**

Sri Sankirtan Sandha,  
Repr. By Smt Kumudini Sandha,  
At/Po-Kesinga Ward No-5,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No.9033-0106-3051**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

1. The complainant consumer Sri Sankirtan Sandha, Repr. By Smt Kumudini Sandha, At/Po-Kesinga Ward No-5, 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. 10.04.24, 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 **9033-0106-3051** under SDO Elect. Kesinga.
- 2) As complained by the complainant the average bill was served from 12/2017 to 02/2023.
- 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 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 on date 10.05.2024
- 2) Billing Abstract from March 2014 to April 2024
- 3) Date of supply 20/02/2024



- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- 300069888
- 7) Installed on: 25/03/2023 with IMR: "0"
- 8) CMR: 692 Kwh as on 10/05/2024
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Kesinga as follows:
  - The average bill was served from 12/2017 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 average excess billing. The OP stated that the average bill was served from 12/2017 to 02/2023.

#### ORDER 11.06.2024

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 03/2021 to 02/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 03/2023 and FMR "313" Kwh on 08/2023).

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- July-24.

  
B. NAIK  
Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATNAIK  
MEMBER (Fin.)  
MEMBER

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Grievance Redressal Forum  
TPWODL, Bhawanipatna

Copy to: -

1. Sri Sankirtan Sandha, Repr. By Smt Kumudini Sandha, At/Po-Kesinga Ward No-5, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**