



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/ 369⁽⁵⁾

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-189/2024		
2	Complainant/s	Name & Address Sri Santosh Kumar Agrawal, Repr. By Sri Sumanlal Agrawal, At-Kesinga, Dist.- Kalahandi.	Consumer No 9033-0107-1508	Contact No. 97773-30044
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	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 _____ 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		

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** – Sri Santosh Kumar Agrawal, Repr. By Sri Sumanlal Agrawal, At-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-189/2024

Sri Santosh Kumar Agrawal,
Repr. By Sri Sumanlal Agrawal,
At-Kesinga,
Dist.-Kalahandi.

Con. No.9033-0107-1508

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Santosh Kumar Agrawal, Repr. By Sri Sumanlal Agrawal, At- Kesinga, 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. 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 **9033-0107-1508** under SDO Elect. Kesinga.
- 2) As complained by the complainant provisional/average bill was served from 03/2019 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 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 on dated 10.05.2024
- 2) Billing Abstract from February 2001 to April 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/ DOM



- 5) Connected Load 1 KW
- 6) Meter No- 300069882
- 7) Installed on: 24/03/2023 with IMR: "0"
- 8) CMR: 327 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 provisional and average bill was served from 03/2019 to 01/2023.
 - Exceeds billing raised in the month of 02/2023 (492 average Unit).
 - As per pvr submitted by J.E. Kesinga The consumer using the electricity connection for commercial purpose.

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 and average bill was served from 03/2019 to 01/2023.
- Exceeds billing raised in the month of 02/2023 (492 average Unit).
- As per pvr submitted by J.E. Kesinga The consumer using the electricity connection for commercial purpose.
- As per billing database the bill revision towards delay meter updating has been considered from 02/2023 to 02/2024, effect on dtd. 15.03.2024, which is incorrect.

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 reverse the bill revision effected on 15.03.2024
- To revise the bill from 03/2021 to 02/2023 on basis of average consumption taking IMR as "14" on 04/2023 and FMR as "213" on 10/2023.

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

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWDL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Santosh Kumar Agrawal, Repr. By Sri Sumanlal Agrawal, At- Kesinga, 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."

GRF BHAWANIPATNA