EVANCE REDRESSAL FORUM, BHAWANIPATNA PLOT No. 283, PURUNAPADA, BHAWANIPATNA

KALAHANDI-766001, TEL/FAX: -06670 - 230012 E-маіL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

		KAMALA KAMI	ř	1 00,0004		
	Memo No. GRF/BPT/O	rder/_368 Dated	, the	1.06.2024	- No.	
	Quorum: Er. Ranj Sri Kam	an Kumar Naik ala Kanta Pattnaik	PresidentMember (Finance)Co-Opted Member			
		Complaint Case No. BPT-190/2	024	Consumer No	Contact	No.
	Case No.	Nama & Address	Name & Address		Contact ito	
2	Complainant/s	Sri Umakanta Kata, Repr. By Smt Kuni Kata, At-Gountiapada, Po/Ps-Kesinga, DistKalahandi.		9033-0108-0113	78489-88634	
3	Respondent/s	Name Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWO	Division Kalahandi East Electrical Division, TPWODL		al ———	
4	Date of Application		O Bil	2. Billing Disputes		
5	In the matter of-	1. Agreement/Termination	2. 011	ntract Demand / Connected		
		3. Classification/Reclassificat			Ollicoroa	
		ion of Consumers 5. Disconnection / Reconnection of Supply	6 Ins	Installation of Equipment & apparatus of Consumer		
		7. Interruptions	8 Me	Metering		
		9. New Connection	10.Qt	0.Quality of Supply & GSOP		
		11. Security Deposit / Interest	& equipment 5			
		13. Transfer of Consumer Ownership				
		15. Others (Specify) -				
6	Section(s) of Electricit	Act, 2003 involved				
7	OERC Regulation	on(s) 1. OERC Distribution (Conditions of Supply) Code,2019;				
	with Clauses	Clause(s) 155				
		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				tion of	Tari
			Regulations, 2004; Clause			
	V 7	6. Others				
8	Date(s) of Hearing	10.04.2024			, ,	
9	Date of Order	11.06.2024				
10		Complainant Respondent √ Others				
11	Details of Compensation Nil awarded, if any					
,	Rock	5 7 5 TI. 06.24	\	2007	2018/21	1

CO- OPTED MEMBER

MEMBER (Fin.) Section 1

Grievance Redressal Forum TPWODL, Bhawanipatna PRESIDENT

GRF, Bhawanipatna

Co-Opted Member GRF, Bhawanipatna



Place of Hearing: Kesinga

Appeared:

- 1. For the Complainant Sri Umakanta Kata, Repr. By Smt Kuni Kata, At-Gountiapada, Po/Ps-Kesinga, Dist.-Kalahandi.
- For the Respondent Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.
 Complaint Case No. BPT-190/2024

Sri Umakanta Kata, Repr. By Smt Kuni Kata, At-Gountiapada, Po/Ps-Kesinga, Dist.-Kalahandi.

Con. No.9033-0108-0113

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Umakanta Kata, Repr. By Smt Kuni Kata, At-Gountiapada, 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 9033-0108-0113 under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was served from 12/2012 to 01/2021.
- 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
- 2) Billing Abstract from December 2002 to April 2024
- 3) Date of supply 11/10/2002
- 4) Category: LT/ DOM



- Connected Load 1 KW
- 6) Meter No- TWSP51160399
- 7) Installed on: 11/05/2024 with IMR: "0"
- 8) CMR: 08 KwH as on 10/05/2024
- 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/average bill was served from 12/2012 to 01/2021.

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 served from 12/2012 to 01/2021.

> **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 02/2019 to 01/2021 by taking six-month average consumption from 02/2021 to 07/2021 (i.e. IMR "0" KwH on 02/2021 and FMR "546" on 07/2021)...

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.

Co-Opted Member

Co-Opted Member

CRF, Shewanipatna

K.K. PATTNAIK MEMBER (Fin.)

MEMBER

Grievance Redressal Forum

Copy to: -

TPWODL, Bhawanipatna

1. Sri Umakanta Kata, repr. By Smt Kuni Kata, At- Gountiapada, PO- Kesinga, Ps- Kesinga Dist- Kalahandi

GRF, Bhawanipatna

- 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."