



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/ 372⁽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-192/2024		
2	Complainant/s	Name & Address Sri Garib Gahir, Repr. By Smt Goumati Gahir, At-Kesinga (Ward No-6), Po/Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0108-0313	Contact No. 98760-98760
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	<input checked="" type="checkbox"/>
		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	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Ranjan Kumar Naik
11/6/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sri Kamala Kanta Pattnaik
11.06.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Er. Ranjan Kumar Naik
11/6/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Kesinga
Appeared:**

1. **For the Complainant** – Sri Garib Gahir, Repr. By Smt Goumati Gahir, At-Kesinga (Ward No-6), Po/Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-192/2024

Sri Garib Gahir,
Repr. By Smt Goumati Gahir,
At-Kesinga (Ward No-6),
Po/Ps-Kesinga,
Dist.-Kalahandi.
Con. No.9033-0108-0313

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Garib Gahir, Repr. By Smt Goumati Gahir, At-Kesinga (Ward No-6), Po/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 **9033-0108-0313** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was served from 06/2016 to 07/2022.
- 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 June 2016 to April 2024
- 3) Date of supply 25/03/2016
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW



- 6) Meter No- TPWODL1049095
- 7) Installed on: 15/10/2022 with IMR: "0"
- 8) CMR: 469 Kwh as on 14/05/2024
- 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 06/ 2016 to 07/2022.
 - The provisional and average bill from 06/2016 to 07/2019 has been charge on Kutir Jyoti Tariff so no EC bill charge from 06/ 2016 to 06/2019.

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 06/2016 to 07/2022.
- The provisional and average bill from 06/2016 to 07/2019 has been charge on Kutir Jyoti Tariff. So, no EC bill charge from June 2016 to June 2019.

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 08/2020 to 07/2022 by taking six months average consumption of present meter (i.e. IMR "85" Kwh on 03/2023 and FMR "211" 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
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Garib Gahir, Repr. By Smt Goumati Gahir, At-Kesinga (Ward No-6), Po/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."