



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

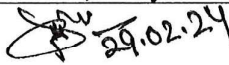
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 122⁽⁵⁾

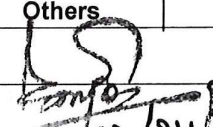
Dated, the 29.02.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 162 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Agasti Saa, At/Po-Utkela, Dist.-Kalahandi.		9033-0217-3277	97771-97893
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	14.11.2023			
9	Date of Order	29.02.2024			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

~~Co-Opted Member
GRF, Bhawanipatna~~


PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Utkela

Appeared:

1. For the Complainant - Sri Agasti Saa, At/Po-Utkela, Dist.-Kalahandi.
2. For the Respondent – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL.

Complaint Case No. 162/2023

Sri Agasti Saa,
At/Po-Utkela,
Dist.-Kalahandi.

COMPLAINANT

Con. No-9033-~~0217~~-3277

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Agasti Sa, At: Utkela, Po- Utkela, Kesinga, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 3.5 KW having consumer No. **9033-0217-3277** under ~~SDO, elec.~~ Kesinga.
- 2) 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) Billing Abstract from February-2004 to October-2023



- 2) PVR
- 3) Date of supply: 13/02/2004
- 4) Category: LT/ GP
- 5) Connected Load: 3.5 KW
- 6) Meter No: LW425633
- 7) Installed on: 15.10.2021
- 8) CMR: 9115 KwH on dtd.08.12.2023.
- 9) As per written version submitted by SDO Kesinga, Bhawanipatna as follows:
 - The bill was generated from September-2010 to December-2013 and September-2018 to January-2023 on average basis.
 - As per field verification report of ESO/AoC, Utkela on dtd.08.12.2023 the meter is working OK.

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 bill was generated from September-2010 to December-2013 and September-2018 to January-2023 on average basis.
- As confirm by SDO Kesinga basing on PVR submitted by ESO, Utkela on dtd. 26.02.2024 the date of meter change is 15.10.2023 instead of 10.09.2022 as per billing database.

CORRIGENDUM

ORDER

29.02.2024

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 by way of recasting from 10/2021 to 03/2023 by taking IMR "0" KwH on 10/2021 and FMR "7773" KwH on 03/2023.
- To withdraw the earlier bill revision for the period 09/2022 to 01/2023 was affected on dt. 06.03.2023.

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- March-24.


K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

Co-Optd Member
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Agasti Sa, At: Utkela, Po- Utkela, 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