



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/ 287⁽⁵⁾

Dated, the 14.05.2024

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-132/2024		
2	Complainant/s	Name & Address Basudev Meher, Repr. By Sri Naresh Kumar Meher, At/Po-Utkela, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0217-3540	Contact No. 70084-67794
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) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	16.03.2024		
9	Date of Order	14.05.2024		
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** – Basudev Meher, Repr. By Sri Naresh Kumar Meher, At/Po-Utkela, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-132/2024

Basudev Meher,
Repr. By Sri Naresh Kumar Meher,
At/Po-Utkela,
Ps-Kesinga,
Dist.-Kalahandi.
Con. No.9033-0217-3540

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Basudev Meher, Repr. By Sri Naresh Kumar Meher, At/Po-Utkela, 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. 16.03.24, 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 **9033-0217-3540** under SDO Elect. Kesinga.
- 2) As complained by complainant the bill was raised in high consumption from 11/2023 to 02/2024.
- 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 dtd. 16.03.2024
- 2) Billing Abstract from September 2010 to March 2024
- 3) Date of supply 24/06/2010
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- TWB313875
- 7) Installed on: 29/03/2024 with IMR: "0"
- 8) CMR: 11504 KwH as on 16/03/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - All the provisional bill has been adjusted and bills are served on actual basis.
 - High consumption bill as compared to previous billing is served from 11/2023 to 02/2024.
 - As per PVR submitted by ESO, Utkela that a Parallel meter has been installed on 08/01/2024 and found that the old meter was faster than the parallel one by 99.44%. so, the old meter was replaced on 29/03/2024.

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 excess billing in high consumption. The OP submitted that All the provisional bill has been adjusted and bills are served on actual basis.
- High consumption bill as compared to previous billing is served from 11/2023 to 02/2024.
- As per PVR submitted by ESO, Utkela that a Parallel meter has been installed on 08/01/2024 and found that the old meter was faster than the parallel one by 99.44%. so, the old meter was replaced on 29/03/2024.
- As per billing database the old meter was installed from the date of power supply, i.e. 24.06.2010, from 06/2010 to 02/2024 the consumption of the meter is 11862 units.
- Due to suppress reading some consumption was recorded in high.



ORDER
14.05.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

- To revise the bill by way of recasting from 06/2010 to 02/2024 with IMR "0" Kwh on 06/2010 and FMR "11862" Kwh on 02/2024.

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- June-24

Wadey 10/5/24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

14.05.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

14.05.24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Basudev Meher, Repr. By Sri Naresh Kumar Meher, At/Po-Utkela, 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."