



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/ 19⁽¹⁵⁾

Dated, the 09.01.2024

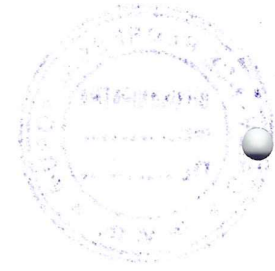
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 159 /2023		
2	Complainant/s	Name & Address Sri Sudam Charan Behera, At-Utkela, Po-Utkela, P.S-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0217-3949	Contact No. 9937150577
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	09.01.2024		
10	Order in favour of	Complainant ✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Nunmath

Appeared:

For the Complainant – Sri Sudam Charan Behera, At-Utkela, Po-Utkela, P.S-Kesinga, Dist.-Kalahandi.

For the Respondent – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL

Complaint Case No. 159/ 2023

Sri Sudam Charan Behera
At-Utkela,
Po-Utkela,
P.S-Kesinga,
Dist.-Kalahandi.
Con. No. 9033-0217-3949

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The Complainant Sri Sudam Charan Behera appeared before the Forum during the camp court held at Utkela on dt. 14/11/2023 for irregular billing done for the domestic connection owned by him.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding irregular billing done against the domestic connection owned by him. He requested to revise the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (SDO Kesinga) has submitted the following documents:

- a) A written Statement, stated that:
 - All the provisional bills raised have already been adjusted.
 - As per PVR submitted by ESO(Elect.) and AOC of Utkela Section, the meter is working OK.
- b) PVR Dtd. 08/12/2023 was submitted mentioning meter number as WCV56619 and CMR as "20381".



OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO (Elect.) Kesinga, the Forum observed that provisional bills have been served to the consumer in some months in previous years. The provisional bills have been adjusted in due course, when meter readings were obtained in subsequent months.

ORDER
09.01.2024

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

No need for revision of bills as the provisional bills have been adjusted, when meter readings were obtained in subsequent months.

Case is dropped.

 09.01.24

K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

 09/01/24

R.K. NAIK
PRESIDENT

PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Sudam Charan Behera, At/Po: Utkela, 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.”