



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 659<sup>th</sup> Dated, the 05.11.2024

**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-419/2024  |   |                            |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Sri Chatura Majhi, At-Dumermunda, Po-Kikia, Ps-Kesinga, Dist.-Kalahandi.   | Consumer No<br>9033-0217-5881                             | Contact No.<br>78945-97143 |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>Sri Devi Prasad Dixit,<br>SDO Elect. Kesinga, TPWODL.  | Division<br>Kalahandi East Electrical<br>Division, TPWODL |                            |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 4  | Date of Application                                  |  |   |                            |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 5  | In the matter of-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table> |   |                            | 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) - |  |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>   |   |                            | 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                                 |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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                                   | 19.10.2024   |   |                            |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 05.11.2024   |   |                            |   |   |  |  |  |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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** – Sri Chatura Majhi, At-Dumermunda, Po-Kikia, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-419/2024**

Sri Chatura Majhi,  
At-Dumermunda, Po-Kikia,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-0217-5881**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Chatura Majhi, At- Dumermunda, Po- Kikia, 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. 19.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no-**9033-0217-5881** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional bill has serve though the meter was running.
- 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: 28/10/2024
- 2) Bill details from: 07/2022 to 09/2024
- 3) Date of supply: 15/10/2020



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TW02035356
- 7) Installed on: 11/11/2023 with IMR: "0"
- 8) CMR: 400 Kwh as on 28/10/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Excess billing in the moth of 04/2023.
  - Provisional and average bill from 05/2023 to 10/2023.

### **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.
- The OP stated that Excess billing in the moth of 04/2023.
- Provisional and average bill from 05/2023 to 10/2023.

### **ORDER**

**05.11.2024**

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 recast the bill from 12/2020 to 04/2023 by taking IMR "0" KWH on 12/2020 and FMR "4717" KWH on 04/2023.
- To revise the bill from 05/2023 to 10/2023 by taking six-moth average consumption of new meter install on 11/11/2023 with IMR "0" KWH on 11/2023 and FMR "124" KWH on 04/2024.

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-December-24**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
**MEMBER**

  
**R.K. NAIK**  
PRESIDENT  
**PRESIDENT**  
GRF, Bhawanipatna

Grievance Redressal Forum



Copy to: -

1. Sri Chatura Majhi, At- Dumermunda, Po- Kikia, Ps- Kesinga, Dist- Kalahandi. Mob. No- 78945-97143
2. SDO Elect. Kesinga, TPWODL
3. EE, KEED, Bhawanipatna TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”**