



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

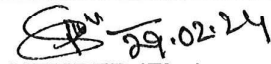
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 123 ⁽⁵⁾

Dated, the 29.02.2024

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

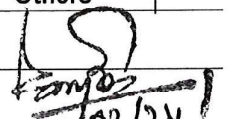
1	Case No.	Complaint Case No. 164 /2023		
2	Complainant/s	Name & Address G P Office Nasigaon Repr. By Shiva Prasad Sahu At/Po-Nasigaon, Dist. Kalahandi.	Consumer No 9033-0220-5035	Contact No. 94380-62601
3	Respondent/s	Name Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL	Division Kalahandi East Electrical 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 _____ 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

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PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Utkela

Appeared:

1. **For the Complainant** --G P Office Nasigaon Repr. By Shiva Prasad Sahu, At/Po- Nasigaon, Dist. Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL

Complaint Case No. 164/2023

G P Office Nasigaon
Repr. By Shiva Prasad Sahu
At/Po-Nasigaon,
Dist. Kalahandi.
Con. No. 9033-0220-5035

COMPLAINANT

-Versus-

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

-OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer GP Office Nasigaon Represented by Sri Shiva Prasad Sahu, At/Po- Nasigaon, Mansan, Pastikudi, 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 1 KW having consumer No. 9033-0220-5035 under SDO Elect. 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 April-2014 to October-2023
- 2) PVR
- 3) Date of supply: 19/01/2014
- 4) Category: LT/ GP
- 5) Connected Load: 1.106 KW
- 6) Meter No: TWSP14000376
- 7) Installed on: 03.07.2023
- 8) CMR: 771 on dtd. 08.12.2023
- 9) Fact of the Complainant: Revision of Bill.
- 10) As per written version submitted by SDO Kesinga, Bhawanipatna as follows:
 - Excess billing raised for the month of 06/2023 of 67599 units.
 - As per physical verification report of ESO & AOC of Utkela, 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 excess billing. The OP submitted that excess billing raised for the month of 06/2023 of 67599 units, which was accumulated since date of supply, prior to installation of new smart meter on dtd. 03.07.2023.
- The consumer was also aggrieved for such high billing in a single month, which were serve to him.

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 01/2014 to 06/2023 by taking IMR "0" KWh on 01/2014 and FMR "67599" KWh on 06/2023.

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.

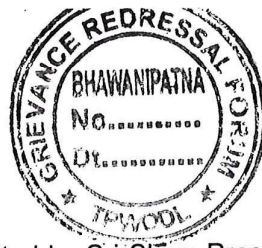
Compliance Month- March-24.


29.02.24
K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

Co-Opted Member
GRF, Bhawanipatna


29.02.24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. GP Office Nasigaon Represented by Sri Shīva Prasad Sahu, At/Po- Nasigaon, Dist- Kalahandi.
2. SDO (Elect) Kesinga.
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