



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))

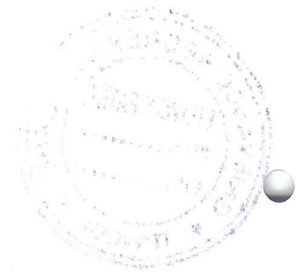
Memo No. GRF/BPT/Order/ 05 ⁽⁵⁾ Dated, the 01.01.2024

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

1	Case No.	Complaint Case No. 161 /2023		
2	Complainant/s	Name & Address Sri Dinger Naik, At-Parthada, Po- Malpada, P.S-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0224-1357	Contact No. 7077520381
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	01.01.2024		
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
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Utkela

Appeared:

For the Complainant – Sri Dinger Naik, At-Parthada, Po-Malpada, P.S-Kesinga, Dist.-Kalahandi.

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

Complaint Case No. 161/ 2023

Sri Dinger Naik,
At-Parthada,
Po-Malpada,
P.S-Kesinga,
Dist.-Kalahandi.
Con. No. 9033-0224-1357

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The Complainant Sri Dingar Naik appeared before the Forum during the camp court held at Utkela on dt. 14/11/2023 for provisional/average bill done for the domestic connection owned by him from 11/2016 to 09/2022 due to meter defect

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding provisional/average billing done against the domestic connection owned by him from 11/2016 to 09/2022. He requested to revise the load factor bill as per the consumption pattern of the presently installed meter.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

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

- a) A written Statement, stated that:
 - The consumer was billed on provisional/average basis from 11/2016 to 09/2022.
 - As per physical verification report of ESO & AOC of Utkela section, the meter is working OK.
- b) PVR Dtd. 08/12/2023 was submitted mentioning meter number as 300010161 and CMR as "22" with load 0.098 KW.



OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Kesinga, the Forum observed that provisional/average bills, prior to installation of new meter on date 22/10/2022, were served on load factor basis with 144 units per months which is in higher side in comparison to the present consumption pattern. The consumer was also aggrieved for provisional/average bills on load factor, which were served to him. So, load factor bills need to be revised.

ORDER
01.01.2024

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

The OP is directed as follows:

To revise the average/provisional bills from October-2019 to September-2021 on six months average consumption of the present meter i.e. from January-2023 taking IMR as "2" to June-2023 taking FMR as "14".

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- January-24.

 01.01.24

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

 01/01/24

R.K. NAIK
PRESIDENT
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Dingar Naik, At: Patharda, Po: Malpada, 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."