



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/ 371⁽⁵⁾

Dated, the 11.06.2024

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-191/2024		
2	Complainant/s	Name & Address Sri Nanda Bag, S/O- Buti Bag, At-Sainpur, Po-Salebhata, Dist.-Kalahandi.	Consumer No 9033-1302-1496	Contact No. 97771-36561
3	Respondent/s	Name Sri Debi 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	10.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any,	Nil		

Wade 11/6/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

S.V. 11.06.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

11/6/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga
Appeared:

1. **For the Complainant** – Sri Nanda Bag, S/O- Sri Buti Bag, At-Sainpur, Po-Salebhata, Dist.-Kalahandi.
2. **For the Respondent** – Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-191/2024

Sri Nanda Bag,
S/O- Sri Buti Bag,
At-Sainpur,
Po-Salebhata,
Dist.-Kalahandi.

Con. No.9033-1302-1496

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Nanda Bag S/O- Buti Bag, At- Sainpur, PO- Salebhata, Ps-Borda, 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. 10.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of .5kw having consumer No **9033-1302-1496** under SDO Elect. Kesinga.
- 2) As complained by the complainant average bill was raised from 04/2022 to 07/2023.
- 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 average 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
- 2) Billing Abstract from May 2012 to April 2024
- 3) Date of supply 25/05/2012
- 4) Category: LT/ DOM
- 5) Connected Load 1.5 KW
- 6) Meter No- TWSP51037201



- 7) Installed on: 26/09/2023 with IMR: "0"
- 8) CMR: 290 Kwh as on 16/05/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - To revise the Average billing from August 2022 to July 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 to revise the Average billing from August 2022 to July 2023.
- As per billing database the bill was served on actual basis in 08/2022 with FMR "5442" Kwh and 2856 units, which seems to be suppressed meter reading of old meter no. 024309 was installed from date of power supply & average bill was served from 09/2022 07/2023.
- As per billing database bill revision has been considered from 08/2022 to 12/2022 & 07/2023, effect on dtd. 16.03.2023 & 17.09.2023 respectively.

ORDER
11.06.2024

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 from 07/2022 to 07/2023 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 08/2023 and FMR "139" Kwh on 01/2024. Taking into consideration of all revision made during the said period.
- Consumer is directed to clear all the O/S dues with one month from the date of getting revised bill.

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- July-24.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to:-

1. Sri Nanda Bag, S/O- Buti Bag, At- Sainpur, PO- Salebhata, Ps- Borda 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."