



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/ 89⁽⁵⁾

Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 203 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jatindra Sahu Rep by Hems agar Sahu, At-Barfa, P.O-Borda, Dist.-Kalahandi.		9033-1303-2569	7847011127
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 <u></u>			
		3. OERC Conduct of Business) Regulations,2004; Clause <u></u>			
		4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>			
		6. Others <u></u>			
8	Date(s) of Hearing	08.12.2023			
9	Date of Order	01.02.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Other <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

Accepted Member
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Leter, Borda

Appeared:

1. **For the Complainant** – Sri Jatindra Sahu Rep by Hemsagar Sahu, At-Barfa, P.O-Borda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL.

Complaint Case No. 203/2023

Sri Jatindra Sahu
Rep by Hemsagar Sahu
At-Barfa
P.O-Borda
Dist.-Kalahandi.
Con. No. 9033-1303-2569

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Jatindra Sahu AT/PO- Borda, 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/Dom supply with CD of 1 KW having consumer No. 9033-1303-2569 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) PVR
- 2) Billing abstract from 09/2020 to 11/2023



- 3) Date of supply: 20.11.2019
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: TWSP51068334
- 7) Installed on: 23.09.2023
- 8) FMR: 162 KWH as on 18.01.2024
- 9) Fact of the complainant:
- 10) As per written version submitted by SDO Kesinga as follows:
 - The bill was generated 09.2020 to 03.2021 on average basis (as it is without meter).

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 the bill was generated 09.2020 to 03.2021 on average basis (as it is without meter).

ORDER
01.02.2024

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 from 09/2020 to 11/2022 by taking six months average consumption of new meter has installed on 23.09.2023.


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- April-24.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
Copy GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Jatindra Sahu repr. By Hemasagar Sahu, At-Barfa, PO- Borda, Dist- Kalahandi.
Mob .No 7847011127
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.”