



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/ 370⁽⁵⁾ Dated, the 11.06.2024

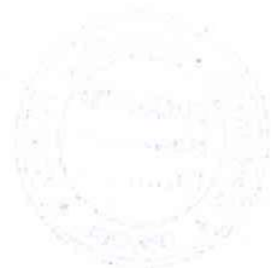
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-193/2024		
2	Complainant/s	Name & Address Sri Anama Bag, At-Tepsa, Po-Palna, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1308-0823	Contact No. 89174-89717
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		

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

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 Anama Bag, At-Tepsa, Po-Palna, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Debi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-193/2024

Sri Anama Bag,
At-Tepsa,
Po-Palna, Ps-Kegaon,
Dist.-Kalahandi.
Con. No.9033-1308-0823

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Anama Bag, At- Tapsa, Po-Kegaon 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. 10.04.2024, 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. - 9033-1308-0823 under SDO Elect. Kesinga.
- 2) As complained by complainant the bill was served on average basis from 06/2018 to 06/2020.
- 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 June 2018 to April 2024
- 3) Date of supply 04/06/2018
- 4) Category: LT/ Dom
- 5) Connected Load 1 KW
- 6) Meter No- TWB604246
- 7) Installed on 08/01/2024 with IMR: "0"



- 8) CMR: 279 Kwh as on 16/05/2024
- 9) Meter status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Average bill was served from 06/2018 to 06/2020.

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 average billing. The OP submitted that average bill was served from 06/2018 to 06/2020.
- As per billing database the old meter no. LW227506 was installed on 07/2020.

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 06/2018 to 06/2020 by taking 6 months average consumption of old meter no. LW227506 (i.e. IMR "0" Kwh on 07/2020 and FMR "541" Kwh on 12/2020).

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. PATTNAIK
MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Anama Bag, At-Tepsa, Po-Palna, Ps-Kegaon, Dist.-Kalahandi. Mob. No-8917489717
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."