



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/ 91⁽⁵⁾

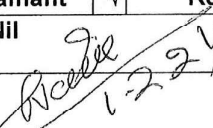
Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 202 /2023		
2	Complainant/s	Name & Address Sri Rajendra Rana, At/po-Leter, Dist.- Kalahandi.	Consumer No 9033-1310-0538	Contact No. 8144358993
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 ✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT

PRESIDENT
GRF Bhawanipatna



Place of Hearing: Leter, Borda

Appeared:

1. For the Complainant – Sri Rajendra Rana, At/po-Leter, Dist.-Kalahandi.
2. For the Respondent – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL.

Complaint Case No. 202/2023

Sri Rajendra Rana
At/po-Leter
Dist.-Kalahandi.
Pin -766036
Con. No. 9033-1310-0538

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Rajendra Rana AT/PO- Leter , 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-9033-1310-0538 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 submitted from 05/2013 to 11/2023
- 3) Date of supply: 25/04/2013
- 4) Category: LT/ Dom

- 5) Connected Load: 1 KW
 6) Meter No: LW426882
 7) Installed on: 26.10.2019
 8) FMR: 1917 KWH on dated. 18.01.2024
 9) Fact of the Complainant:
 10) As per written version submitted by SDO Kesinga as follows:
- The provisional/average bill was served from 04/2018 to 12/2019, which is not adjusted & provisional/average bill from 06/2020 to 02/2023 is already revised.



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 provisional/average bill was served from 04/2018 to 12/2019, which is not adjusted & provisional/average bill from 06/2020 to 02/2023 is already revised.
- As per billing data base the bill revision for the period of 06/2020 to 02/2023 has not been done in proper manner. So, it needs to be reviewed.

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 04/2018 to 03/2023 by taking IMR "1515" on 04/2023 and FMR "1834" on 09/2023. And withdraw the earlier revision.

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.

B. NAIK
 12.24
 B. NAIK
 CO-OPTED MEMBER
 Co-Opted Member
 GRF, Bhawanipatna
 Copy to:

K.K. PATTNAIK
 01/02/24
 K.K. PATTNAIK
 MEMBER (Fin.)

Member (Fin.)
 GRF, Bhawanipatna

R.K. NAIK
 01/02/24
 R.K. NAIK
 PRESIDENT
 PRESIDENT
 GRF, Bhawanipatna

- Sri Rajendra Rana AT/P. O Leter, Dist- Kalahandi. Mob. No 81443-58993
- SDO Elect. Kesinga, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."