



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/ 86⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 206 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Raghumani Chhatra Repr. by Amle Chhatra, At-Leter, P.O-Leter, Dist. Kalahandi.		9033-1310-1000	7077577396
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			
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			

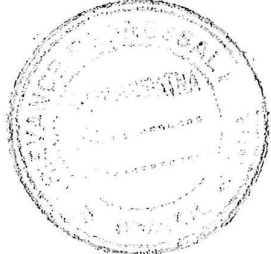
01.02.24

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

01.02.24
Co-Opted Member
GRF, Bhawanipatna

Page 1 | 3

01.02.24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Leter, Borda

Appeared:

- 1. **For the Complainant** – Sri Raghmani Chhatra Rep by Amle Chhatra, At-Leter, P.O-Leter, Dist. Kalahandi.
- 2. **For the Respondent** – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL

Complaint Case No. 206/2023

Sri Raghmani Chhatra
 At-Leter
 P.O-Leter,
 Dist. Kalahandi.
Con. No. 9033-1310-1000

COMPLAINANT

-Versus-

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

-OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Raghmani Chhatra, 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 / meter mismatch of his LT/Dom supply with CD of 1 KW having consumer No- **9033-1310-1000** under SDO 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.

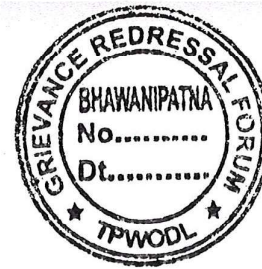
The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Date of supply: 02.07.2018
- 3) BILL Abstract from July-18 to Nov- 23



- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: WLT144332
- 7) Installed on: 15.07.2020
- 8) CMR: 880 Kwh as on 18.01.2024
- 9) Fact of the complainant:
- 10) As per written version submitted by SDO Kesinga as follows:
 - The bill from 07.2018 to 6/2020 was generated on average basis (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 from 07.2018 to 6/2020 was generated on average basis (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 07/2018 to 08/2020 by taking average consumption of present meter (IMR "0" Kwh on 07/2020 and FMR "545" 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- March-24.

Recd
1.2.24
B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

01.02.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

01/02/24
R. C. NAIK
PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Raghumani Chhatra AT/P. O Leter , Dist- Kalahandi. Mob.No-7077577396
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."