



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/ 83⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 208 /2023		
2	Complainant/s	Name & Address Sri Bana Chhatria Repr. By Manas Chhatria, At- Leter, P.O- Leter, Dist.- Kalahandi.	Consumer No 9033-1310-1021	Contact No. 7735050599
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 _____ 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	08.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	✓	Respondent
11	Details of Compensation awarded, if any.	Nil		

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

Co-Opted Member
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Leter, Borda

Appeared:

1. **For the Complainant** – Sri Bana Chhatria Repr. By Manas Chhatria, At- Leter, P.O- Leter, Dist.-Kalahandi
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL.

Complaint Case No. 208/2023

Sri Bana Chhatria
At- Leter
P.O- Leter
Dist.-Kalahandi.
Con. No. 9033-1310-1021

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bana Chhatria 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. **9033-1310-1021** 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 Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Date of supply: 02-Jul-2018
- 3) Category: LT/ Dom
- 4) Billing Statement: July 2018 to November 2023
- 5) Connected Load: 1 KW



- 6) Meter No: TWSP51037124
- 7) Installed on: 14-Aug-2023
- 8) FMR:107 KWH as on 18.01.2024
- 9) As per written version submitted by SDO Kesinga as follows:
 - The bill was served from 07/2018 to 06/2020 on average basis (due to without meter). and excess units of 1053 was billed on 03/2023.

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 submitted that the bill was served from 07/2018 to 06/2020 on average basis (due to without meter). And excess units of 1053, was billed on 03/2023.

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 six months consumption of new meter has installed on 14.08.2023.
- To recast the bill from 07/2020 with IMR "0" Kwh to 03/2023 with FMR "1914" Kwh.

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. PATNAIK 01.02.24
K.K. PATNAIK
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna

R.P. NAIK 01/02/24
R.P. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

1. Sri Bana Chhatria Rep AT/P.O Leter , Dist- Kalahandi. Mob No 77350505599
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."