



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

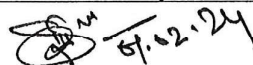
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))


Memo No. GRF/BPT/Order/ 84⁽⁵⁾

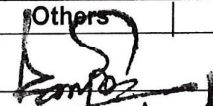
Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 209 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Debendra Kumar Naik, At- Leter, P.O- Leter, Dist.-Kalahandi.		9033-1310-1048	8637218318
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

Appeared:

1. **For the Complainant** –Sri Debendra Kumar Naik, At- Leter, P.O- Leter, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO, Elect. Kesinga, TPWODL.

Complaint Case No. 209/2023

Sri Debendra Kumar Naik,
At- Leter, P.O- Leter,
Dist.-Kalahandi.
Con. No. 9033-1310-1048

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Debendra Kumar Naik 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. -9033-1310-1048 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) 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:WLT144807
- 7) Installed on: 15-Jul-2020
- 8) FMR: 4071 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 in the month of 12/2020 excess consumption of 2644 units was billed.

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 in the month of 12/2020 excess consumption of 2644 units was billed.

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 12/2020 by taking six months average consumption of present meter (i.e.IMR "3350" KwH on 04/2023 and FMR "3893" on 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-March -24.


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Debendra Kumar Naik AT/P.O Leter , Dist- Kalahandi. Mob No 8637218318
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."