



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 166⁽⁵⁾ Dated, the 30.03.2024

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-27/2024		
2	Complainant/s	Name & Address Sri Narayana Bhoi, Repr. By Sri Lipun Bhoi, At-Suknabhata, Po-Kasrupada, Ps-Kesinga, Dist-Kalahandi.	Consumer No 9033-1401-0414	Contact No. 78943-62441
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	12.01.2024		
9	Date of Order	30.03.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

Noted
27/3/24
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

GRF
MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

GRF
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Place of Hearing: Kesinga



Appeared:

1. **For the Complainant** – Sri Narayana Bhoi, Repr. By Sri Lipun Bhoi, At-Suknabhata, Po-Kasrupada, Ps-Kesinga, Dist-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-27/2024

Sri Narayana Bhoi,
Repr. By Sri Lipun Bhoi,
At-Suknabhata,
Po-Kasrupada, Ps-Kesinga,
Dist-Kalahandi.
Con. No.9033-1401-0414

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Narayan Bhoi, Repr. By Lipun Bhoi AT- Sukunabhata, P.O- Kasrupada 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.12 01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no. **9033-1401-0414** 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 abnormal 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) Bill abstract: Aril 2002 to December 2023
- 3) Date of supply: 28.03.2002
- 4) Category: LT/ Domestic

- 5) Connected Load 1 KW
- 6) Meter No WHL038176
- 7) Installed on: 21.10.2021 with IMR: "0"
- 8) CMR: 374 Kwh as on 02.02.2024
- 9) Facts of the complainant: Revision of bill



As written version submitted by SDO Elect. Kesinga as follows:

- Excess billing has been raised in the month of 09/2019 of 3480 units.

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 excess billing was raise in the month of 09/ 2019 of 3480 units.
- As per billing database it appears that the round has completed in the month of 09/2019.

ORDER
30.03.2024

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 for the month of 09/2019 by taking six months average consumption with IMR "6431" Kwh on 06/2019 and FMR "6620" on 01/2020.

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- April-24.


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Narayan Bhoi Repr. by Lipun Bhoi, AT- Sukunabhata, P.O- Kasrupada, Dist- Kalahandi.
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."