



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 561⁽⁶⁾

Dated, the 30.09.2024

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

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|--|--|---|---|----------------------------|--|---|---|--|--|-------------------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BPT-343/2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Kambupani Sahu, At-Tundla, Khajurpada, Po-Tundla, Ps-Kesinga, Dist.-Kalahandi. | Consumer No 9033-1402-0950 | Contact No. 81446-36739 | | | | | | | | | | | | | | | | | | | | | | | | |
| 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- | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table> | | | 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) - | | |
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| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table> | | | 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> | | | | | | | | | | | | | | | | | | |
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| 6. Others <u></u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 14.08.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 30.09.2024 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any | Nil | | Others | | | | | | | | | | | | | | | | | | | | | | | | |

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Kesinga
Appeared:**

1. **For the Complainant** – Sri Kambupani Sahu, At-Tundla, Khajurpada, Po-Tundla, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-343/2024

Sri Kambupani Sahu,
At-Tundla, Khajurpada,
Po-Tundla, Ps-Kesinga,
Dist.-Kalahandi.

Con. No. 9033-1402-0950

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Kambupani Sahu, AT- Tundla, Khajurpada, Po-Tundla, Ps- Kesinga, 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. 14.08.24, 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- **9033-1402-0950** under SDO Elect. Kesinga.
- 2) As complained by the complainant that the abnormal bill was raised in the month of 02/2023.
- 3) 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: 10/09/2024
- 2) Bill details from April 2012 to July 2024
- 3) Date of supply 10/03/2012
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWSP51061661



- 7) Installed on 25/10/2023 with IMR: "0"
- 8) CMR: 209 Kwh as on 10/09/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Excess billing in the month of 02/2023.

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 stated that Excess billing in the month of 02/2023.
- As per billing database 2026 units was billed in the month of 02/2023, which seems suppress meter reading.

ORDER

30.09.2024

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 recast the bill from 11/2019 to 02/2023 with IMR "1450" Kwh on 11/2019 and FMR "4473" Kwh on 03/2023.


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-October-24


B. NAIK
Co-Opted Member
CRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
CRF, Bhawanipatna

Copy to: -

1. Sri Kambupani Sahu, AT- Tundla, Khajurpada, Po- Tundla, Ps- Kesinga, Dist- Kalahandi
2. SDO Elect. Kesinga. TPWODL
3. EE, KEED, Bhawanipatna,
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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."