

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/



Dated, the 2911, 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-452/2024					
		Name & Address		Consumer No	Consumer No Contact N		
2	Complainant/s	Sri Balabhadra Majhi, At/Po-Re Kesinga, DistKalahandi.	9033-1408-0611	91782-04274			
3	Respondent/s	Name Sri Devi Prasad Dixit SDO Elect. Kesinga, TPW	Kalahandi Ea	Division Kalahandi East Electrical Division, TPWODL			
4	Date of Application						
	In the matter of-	1. Agreement/Termination	2.	Billing Disputes	ng Disputes √		
		3. Classification/Reclassificat ion of Consumers		Load			
		5. Disconnection / Reconnection of Supply		apparatus of Consume			
5		7. Interruptions		Metering			
J		9. New Connection			lity of Supply & GSOP		
		11. Security Deposit / Interest	12.	Shifting of Service Connection & equipment's			
		13. Transfer of Consumer Ownership	14.	Voltage Fluctuations	oltage Fluctuations		
		15. Others (Specify) –					
6	Section(s) of Electricity A	Act, 2003 involved					
7	OERC Regulation(s) with Clauses	Clause(s) 155 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	08.11.2024					
9	Date of Order	29.11.2024					
10	Order in favour of	Complainant V Respondent Others					
11	Details of Compens awarded, if any)	sation Nil				19.	

CO- OPTED MEMBER

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum TOWES OL BEST AND TO STORE TO

GRF, Bhawanipatna

Co-Opted Member GRF, Bhawanipatila

REDRESS PLANTING TO THE NAME OF THE NAME O

Place of Hearing: Kesinga

Appeared:

- 1. For the Complainant Sri Balabhadra Majhi, At/Po-Rengali, Ps-Kesinga, Dist.-Kalahandi.
- For the Respondent Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.
 Complaint Case No. BPT-452/2024

Sri Balabhadra Majhi, At/Po-Rengali, Ps-Kesinga,

Dist.-Kalahandi.

Con. No. 9033-1408-0611

COMPLAINANT

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Balabhadra Majhi, At/Po- Rengali, 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. 08.11.24, 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- 9033-1408-0611 under SDO Elect. Kesinga.
- 2) As complained by the complainant excess abnormal bill was served in the month of 08/2023.
- 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.

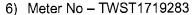
The complainant has prayed for:

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: 14/11/2024
- 2) Bill details from: 11/2013 to 09/2024
- 3) Date of supply:26/09/2013
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



7) Installed on: 25/07/2024 with IMR: "0"

8) CMR: 134 KwH as on 14/11/2024

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 08/2023.

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 08/2023.
- As per billing database bill was raised in high consumption in the month of 08/2023, which seems supress meter reading.

ORDER 29.11.2024

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 09/2013 to 03/2024 with IMR "0" KwH on 09/2013 and FMR "5885" KwH on 03/2024.

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-December-24

Co-Opted Member

Co-Opted Member

Grievance Redressal Forum

GRF, Bhawanipatna

TPWODL, Bhawanipatna I. Sri Balabhadra Majhi, At/Po- Rengali, Ps- Kesinga, 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."