



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/ 382⁽⁵⁾

Dated, the 11.06.2024

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-186/2024		
2	Complainant/s	Name & Address Sri Mahabir Prasad Agrawal, At/Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.	Consumer No 9040-0106-0678	Contact No. 99376-54313
3	Respondent/s	Name Sri Gupta Prasad Tripathy, Repr. For Sri Lokanath Das, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West 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	09.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

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

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharmagarh

Appeared:

1. For the Complainant – Sri Mahabir Prasad Agrawal, At/Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.
2. For the Respondent – Sri Gupta Prasad Tripathy, Repr. For Sri Lokanath Das, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-186/2024

Sri Mahabir Prasad Agrawal,
At/Po-Dharmagarh,
Ps-Dharmagarh,
Dist.-Kalahandi.

Con. No.9040-0106-0678

COMPLAINANT

Sri Gupta Prasad Tripathy,
Repr. For Sri Lokanath Das,
EE KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Mahabir Prasad Agrawal, At/Po- Dharamgarh, Ps-Dharamgarh Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 09.04.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 4.50 KW having consumer No **9040-0106-0678** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant the abnormal bill was raised on 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 (EE, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR on date 09.04.2024
- 2) Billing Abstract from April 2018 to April 2024



- 3) Date of supply 04.12.2004
- 4) Category: LT/ Dom
- 5) Connected Load 4.50 KW
- 6) Meter No- WLT022382
- 7) Installed on 10.08.2023 with IMR: "0"
- 8) CMR: 7765 Kwh as on 09.04.2024
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE, KWED, Bhawanipatna as follows:
 - The consumer was billed on actual basis from the date of power supply to till 04/2022.
 - The consumer meter was changed in 05/2022 but it was wrongly shown in database installed on dt. 10.08.2023.

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 submitted that the consumer was billed on actual basis from the date of power supply to till 04/2022.
- The consumer meter was changed in 05/2022 but it was wrongly shown in database installed on dt. 10.08.2023.

ORDER **11.06.2024**

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 by way of recasting the bill from 05/2022 to 08/2023 with IMR "0" Kwh on 05/2022 and FMR "7620" Kwh on 08/2023.

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- July-24.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Mahabir Prasad Agrawal, At/Po- Dharamgarh, Ps- Dharamgarh Dist.- Kalahandi
2. EE KWED, Bhawanipatna, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."