



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/ _____


Dated, the _____

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

1	Case No.	Complaint Case No. 84 /2023		
2	Complainant/s	Name & Address Sri Jaya Kishan Agarwal, At-Bastipada, P.O-Dharamgarh, P.S-Dharamgarh, Dist.- Kalahandi.	Consumer No 9043-4101-0095	Contact No. 86585-49686
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, 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) 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	17.10.2023		
9	Date of Order	31.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


31.01.24
MEMBER (Fin.)

Member (Fin.)
GRF, Bhawanipatna


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Sri Jaya Kishan Agarwal, At-Bastipada, P.O-Dharamgarh, P.S-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, TPWODL.

Complaint Case No. 84/2023

Sri Jaya Kishan Agarwal,
At-Bastipada,
P.O-Dharamgarh,
P.S-Dharamgarh,
Dist.-Kalahandi.
Con. No. 9043-4101-0095

COMPLAINANT

-Versus-

Sri Gupta Prasad Tripathy,
SDO, Elect. Dharamgarh, TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri. Jaya Kisan Agarwal, At: BastiPada, Po- Dharamgarh, 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 of his LT/Dom supply with CD of 1.5 KW having consumer No. 9043-4101-0095 under SDO, Dharamgarh.
- 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 Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) Billing abstract February-2001 to December-2023



- 2) PVR
- 3) Date of supply: 31/12/1999
- 4) Category: LT/ Dom
- 5) Connected Load: 1.5 KW
- 6) Meter No: TPWODL1030852
- 7) CMR: 3398 KwH on dtd. 31.01.2024
- 8) Fact of the complaints: Revision of previous bill
- 9) As per written version submitted by SDO Dharamgarh as follows:
 - The consumer is complaining about the bill revision.

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 is complaining about the bill revision. So, bill may be revised.
- As per billing data base, provisional bill served to complainant from 06/19 to 05/2021, an amount of Rs.10601.10 has been debited in complainant account on dtd.11.10.2022 towards defective period assessment from June-2019 to May-2021.


ORDER 31.01.2024

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:

- As the revision of provisional bill has already been considered in the billing database, so no need to revise the bill.

The case is disposed of accordingly. Case is hereby dropped.


31.01.24

K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)

Copy to: **GRF, Bhawanipatna**



R.K. NAIK
PRESIDENT

PRESIDENT

GRF, Bhawanipatna

3. Sri. Jaya Kisan Agarwal, At: BastiPada, Po- Dharamgarh, Dist. Kalahandi.
4. SDO Dharamgarh, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”



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