



## 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/ 72<sup>(5)</sup> Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 196 /2023		
2	Complainant/s	Name & Address Sri Sanjaya Kumar Agrawal, At/Po- Dharamgarh, Dist.-Kalahandi	Consumer No 9043-4101-0247	Contact No. 9437293592
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO, Elect. Dharmagarh, 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	07.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

Co-Opted Member  
GRF, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

**Appeared:**

1. For the Complainant – Sri Sanjaya Kumar Agrawal, At/Po-Dharamgarh, Dist.-Kalahandi.
2. For the Respondent – Sri Gupta Prasad Tripathy, SDO, Elect.Dharamgarh, TPWODL

**Complaint Case No. 196/2023**

Sri Sanjaya Kumar Agrawal  
At/Po-Dharamgarh  
Dist.-Kalahandi.  
Con. No. 9043-4101-0247

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sanjaya Kumar Agrawal, AT/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 / meter mismatch of his LT/Dom supply with CD of 2 KW having consumer No. **9043-4101-0247** 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 Elect. Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Statement from November-2014 to December-2023
- 3) Date of supply: 19.10.2011
- 4) Category: LT/ Dom



- 5) Connected Load: 2 KW
- 6) Meter No: TPWODL1035309
- 7) Installed on: 14.01.2023
- 8) FMR: 2343 KWH as on 29.12.2023
- 9) Fact of the complainant:
- 10) As per written version submitted by SDO Dharamgarh as follows:
  - The consumer is complaining about 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 bill revision.
- As per billing data base the provisional bill has been served to complainant from September- 2022 to December- 2022.
- As per billing data base the bill has been revised from 09/2022 to 12/2022 towards defective period assessment and Rs.12181.12. has been withdrawn from complainant account.

### ORDER


01.02.2024

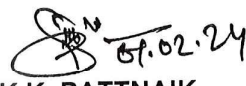
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- The bill revision has already been considered; no further revision has required.

The case is disposed of accordingly. The case has Dropped.

  
B. NAIK  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATTNAIK  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
R. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

3. Sri Sanjaya Kumar Agrawal, At/po- Dharamgarh Dist.- Kalahandi. Mob No- 9437293592
4. SDO Elect. 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”