



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/ 360 (5)

Dated, the 11.06.2024

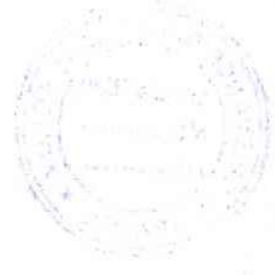
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-184/2024		
2	Complainant/s	Name & Address Sri Bhargaba Kumar Sahoo, At-R.I. Colony, Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.	Consumer No 9043-4102-0423	Contact No. 82490-88133
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	<input checked="" type="checkbox"/>
		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 <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>		
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	<input checked="" type="checkbox"/>	

Ranjana
11/6/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

Sanu
11.06.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

Ranjana
11/6/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharmagarh

Appeared:

1. For the Complainant – Sri Bhargaba Kumar Sahoo, At-R.I. Colony, Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.
2. For the Respondent – Sri Gupta Prasad Tripathy, SDO Elect. Dharmagarh, TPWODL.

Complaint Case No. BPT-184/2024

Sri Bhargaba Kumar Sahoo,
At-R.I. Colony,
Po-Dharmagarh, Ps-Dharmagarh,
Dist.-Kalahandi.
Con. No.9043-4102-0423

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhargaba Kumar Sahoo, At- R I colony, 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 KW having consumer No. 9043-4102-0423 under SDO Elect. Dharamgarh.
- 2) As complained by the complainant the abnormal bill was served in 11&12/2023.
- 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. Dharamgarh a) in its counter reply and course of hearing submitted as follows:

- 1) PVR on date 08.05.2024
- 2) Billing Abstract from October 2007 to March 2024
- 3) Date of supply 26.09.2006



- 4) Category: LT/ Dom
- 5) Connected Load 4 KW
- 6) Meter No- WUS22886
- 7) Installed on 03.08.2020 with IMR:
- 8) CMR: "24692" Kwh
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. 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 database the bill was raised of 6632 units in the month of 11/2023, which seems suppress meter reading. And the bill no need to revision.

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:

- As the bill has served on actual basis in the billing database, so no need to revise the bill.

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


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bhargaba Kumar Sahoo, At- R I colony, Po- Dharamgarh, Ps- Dharamgarh Dist- Kalahandi.
2. SDO Elect. Dharamgarh, 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 ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order Grievance Redressal Forums."