



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/ 359⁽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-187/2024		
2	Complainant/s	Name & Address Sri Dhanaraj Bag, At-Paradeswarpada, Po-Dharmagarh, Ps-Dharmagarh, Dist.- Kalahandi.	Consumer No 9043-4105-0205	Contact No. 90408-82649
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>	

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 Dhanaraj Bag, At-Paradeswarpada, Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharmagarh, TPWODL.

Complaint Case No. BPT-187/2024

Sri Dhanaraj Bag,
At-Paradeswarpada,
Po-Dharmagarh, Ps-Dharmagarh,
Dist.-Kalahandi.

Con. No.9043-4105-0205

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

COMPLAINANT

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dhanaraj Bag, At- Paradeswar Pada, 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 0.04 KW having consumer No. **9043-4105-0205** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant the provisional/average bill was served from 01/2016 to 07/2021.
- 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 provisional/average 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 on date 07.05.2024
- 2) Billing Abstract from July 2012 to March 2024
- 3) Date of supply 15.06.2011



- 4) Category: LT/ Dom
- 5) Connected Load 0.04 KW
- 6) Meter No- LW215262
- 7) Installed on 12.09.2021 with IMR: "911"
- 8) CMR: 1676 Kwh as on 07.05.2024
- 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 provisional/average billing. The OP submitted that the consumer is complaining about bill revision.
- As per billing database the meter no LW215262 was change on 29.08.2021 with IMR "865" Kwh. But again, the same meter no was punched in billing database in 12.09.2021 with IMR "911" Kwh.

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 from 08/2019 to 07/2021 by taking six months average consumption of present meter (i.e. IMR "865" Kwh on 08/2021 and FMR "1134" Kwh on 01/2022).

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.

R. NAIK
11/6/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
11.06.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
11/6/24
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Dhanaraj Bag, At- Paradeswar Pada, 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 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."