



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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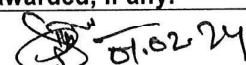
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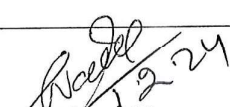
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 74⁽⁵⁾ Dated, the 01.02.2024

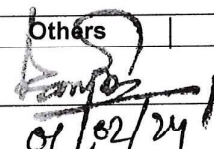
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 199 /2023		
2	Complainant/s	Name & Address Sri Kalyani Bag Rep by Ramani Ranjan Durga, At- Dharamgarh, P.O- Dharamgarh, P.S - Dharamgarh, Dist.- Kalahandi.	Consumer No 9043-4105-1154	Contact No. 9337087495
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) <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		
8	Date(s) of Hearing	07.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	✓	Respondent
11	Details of Compensation awarded, if any.	Nil		


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


Co-Opted Member
GRF, Bhawanipatna

Page 1 | 3


PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Kalyani Bag Rep by Ramani Ranjan Durga, At- Dharamgarh, P.O- Dharamgarh, P.S - Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, TPWODL.

Complaint Case No. 199/2023

Sri Kalyani Bag
Rep by Ramani Ranjan Durga
At- Dharamgarh
P.O- Dharamgarh
P.S – Dharamgarh
Dist.-Kalahandi
Con. No: 9043-4105-1154

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt Kalyani Bag repr. by Ramani Ranjan Durga AT/P.O- 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 KW having consumer No-**9043-4105-1154** under SDO Elect. 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) Bill Abstract from November-2019 to November- 2023
- 3) Date of supply: 16.09.2019
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No: LW642378
- 7) Installed on: 13.05.2020
- 8) FMR: 7008 KWH as on 16.12.2023
- 9) Fact of the Complainant: Revision of previous bill
- 10) As per written version submitted by SDO Dharamgarh as follows:

- The consume 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 that the meter is recording high consumption. The OP submitted that the bill to be revised.

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:

- To revise the bill by way of recasting from the date of power supply (i.e. 09/2019 with IMR "0" KwH and 12/2023 with FMR "7248" KwH.

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- March-24.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member

Copy to: - GRF, Bhawanipatna


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


R.B. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Smt Kalyani Bag, repr. By Ramani Ranjan Durga, At/po- Dharamgarh Dist-Kalahandi. Mob No- 9337087495
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."