



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/ 73⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 198 /2023		
2	Complainant/s	Name & Address Sri-Pandma Lochan Patra, At/Po-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4106-0828	Contact No.
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	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		

[Signature]
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

[Signature]
Co-Opted Member
GRF, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri-Pandma Lochan Patra, At/Po-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, TPWODL.

Complaint Case No. 198/2023

Sri-Pandma Lochan Patra
At/Po-Dharamgarh
Dist.-Kalahandi.
Con. No. 9043-4106-0828

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Padma lochan Patra 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 /double account number in same meter No of his LT/Dom supply with CD of 2 KW having consumer No. **9043-4106-0828** and Con No **9043-4106-0828** 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 Septmber-2021 to December- 2023
- 3) Date of supply: 22.09.2021
- 4) Category: LT/ Dom
- 5) Connected Load: 2 KW
- 6) Meter No: WLT224144
- 7) Installed on:
- 8) FMR: 2453 KWH on 7.12.23
- 9) Fact of the complainant: The consumer getting double bill in a single service connection & single meter.
- 10) As per written version submitted by SDO Dharamgarh as follows:
 - As per PVR of ESO-I, Dharamgarh the meter WLT224144 is in two consumers and two bills are generated in the name of Padma lochan Patra. Vide consumer nos. 9043-4106-0828 & 9043-4106-0842.

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 to withdraw the false bill. The OP submitted that, as per PVR of ESO-I, Dharamgarh the meter WLT224144 is in two consumers and two bills are generated in the name of Padma lochan Patra. Vide consumer nos. 904341060828 & 904341060842.
- As per billing data base 2 numbers of bills are generated in the name of Padma lochan Patra bearing consumer numbers **9043-4106-0828** and **9043-4106-0842** in a single meter bearing sl no. WLT224144.
- In the SC no. **9043-4106-0828** bill has generated on actual basis from date of supply & in the SC no. **9043-4106-0842** the bill was generated in provisional basis from date of power supply.
- As per PVR report of ESO-I, Dharamgarh the FMR is "2453" KwH on dtd. 07.12.2023 against SC no. **9043-4106-0828**.

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 withdraw the bill against SC no. 904341060842 from date of power supply (i.e.22.09.2021). And mark the SC no as duplicate.

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
1.2.24
B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
6.02.24
K.K. PATTNAIK
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

R. B. NAIK
1.2.24
R. B. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy To-

3. Sri Padmalochan Patra, At/po- Dharamgarh Dist.- Kalahandi.
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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."