



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/ 365^(S) 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-183/2024		
2	Complainant/s	Name & Address Sri Gunadhar Durga, Repr. By Sri Jitendra Bag, At-Godbhanga, Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.	Consumer No 9043-4110-0062	Contact No. 86589-13259
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 _____ 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	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO- ORTED 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 Gunadhar Durga, Repr. By Sri Jitendra Bag, At-Godbhanga, Po-Dharmagarh, Ps-Dharmagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharmagarh, TPWODL.

Complaint Case No. BPT-183/2024

Sri Gunadhar Durga,
Repr. By Sri Jitendra Bag,
At-Godbhanga,
Po-Dharmagarh, Ps-Dharmagarh,
Dist.-Kalahandi.
Con. No.9043-4110-0062

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Gunadhar Durga, Repr. By Sri Jitendra Bag, At-Godbhanga, Po- Dharmagarh, Ps- Dharmagarh, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharmagarh on dt. 09.04.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1.5 KW having consumer No. **9043-4110-0062** under SDO Elect. Dharmagarh.
- 2) As complained by the complainant the provisional/average bill was served from 06/2016 to 10/2021.
- 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. Dharmagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR on date 08.05.2024
- 2) Billing Abstract from August 2009 to February 2024



- 3) Date of supply 16.06.2009
- 4) Category: LT/ Dom
- 5) Connected Load 1.5 KW
- 6) Meter No- 918127
- 7) Installed on 21.09.2021 with IMR: "0"
- 8) CMR: 9356 Kwh as on 08.05.2024
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Dharmagarh 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 provisional/average bill was served from 08/2016 to 09/2021.

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 recast the bill from 06/2016 to 10/2021 with IMR "8506" Kwh on 06/2016 and FMR "9224" Kwh on 10/2021.

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.


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Gunadhar Durga, Repr. By Sri Jitendra Bag, At- Godbhanja, Po- Dharmagarh, Ps- Dharmagarh Dist.- Kalahandi.
2. SDO Elect. Dharmagarh, 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."