



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/ 71⁽⁵⁾ Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 193/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Pitambar Khamari, At-Thanat, Po-Barchhendia, Ps-Dharamgarh, Dist-Kalahandi:		9043-4201-0074	7008213102
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 <u></u>			
8	Date(s) of Hearing	07.12.2023			
9	Date of Order	01.02.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

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

Co-Opted Member
GRF, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Pitambar Khamari, At-Thanat, Po-Barchhendia, Ps-Dharamgarh, Dist-Kalahandi
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect Dharamgarh, TPWODL.

Complaint Case No. 193/2023

Sri Pitambar Khamari
At-Thanat
Po-Barchhendia
Ps-Dharamgarh
Dist-Kalahandi
Con. No. 9043-4201-0074

COMPLAINANT

-Versus-

Sri Gupta Prasad Tripathy
SDO, Elect Dharamgarh
TPWODL.,

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pitambar Khamari, At- Thanat, P.O -Barchhendia 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 1.5 KW having consumer No. **9043-4201-0074** under SDO 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) Billing statement from February-2001 to November-2023
- 3) Date of supply: 01.01.1990
- 4) Category: LT/ Dom
- 5) Connected Load: 1.5 KW
- 6) Meter No: TW02089343
- 7) Installed on: 18.08.2023
- 8) FMR: 1175 as on 01.02.2024
- 9) Fact of the complainant: Revision of Bill.
- 10) As per written version submitted by SDO 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 data base the consumer has been served average bill during the period from 03/23 to 10/23.

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 from 03/2023 to 10/2023 as per six-month average consumption of new meter installed on Sep -2023.

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- April- 2024.

B. NAIK
CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)

Member (Fin.)
P a GRF3 Bhawanipatna

R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Pitambar Khamari AT – Thanat, P.O- Barchhendia, 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.”

GRF BHAWANIPATNA