



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/ 332⁽⁹⁾

Dated, the 30.05.2024

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-144/2024		
2	Complainant/s	Name & Address Sri Patra Chandan, Repr. By Sri Benudhar Chandan, At/Po- Bramhanchhendia, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4202-0260	Contact No. 96685-25977
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	<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 <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	19.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any	Nil		

CO-OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh
Appeared:

1. **For the Complainant** – Sri Patra Chandan, Repr. By Sri Benudhar Chandan, At/Po- Bramhanchhendia, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-144/2024

Sri Patra Chandan,
Repr. By Sri Benudhar Chandan,
At/Po-Bramhanchhendia,
Ps-Dharamgarh,
Dist.-Kalahandi.
Con. No.9043-4202-0260

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Patra Chandan, Repr. By Sri Benudhar Chandan, At/ Po- Brahmanchhendia, 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. 19.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.5 KW having consumer No **9043-4202-0260** under SDO, Elect. Dharamgarh.
- 2) As complained by the complainant provisional/average bill was raised from 02/2019 to 08/2023.
- 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
- 2) Billing Abstract from November 2009 to April 2024



- 3) Date of supply 19/10/2009
- 4) Category: LT/ Domestic
- 5) Connected Load 1.5 KW
- 6) Meter No- TW02088820
- 7) Installed on 29/09/2023 with IMR: "0" Kwh
- 8) CMR: "339" Kwh as on 14/05/2024
- 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 excess billing. The OP submitted that the consumer is complaining about bill revision.
- As per billing database due to suppress reading some abnormal bill was raised from 05/2018 to 01/2023 & average bill was raised from 02/2023 to 08/2023.

ORDER
30.05.2024

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 05/2018 to 01/2023 with IMR "3712" Kwh on 05/2018 & FMR "7500" Kwh on 01/2023.
- To revise the bill from 02/2023 to 08/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 09/2023 & FMR "210" Kwh on 02/2024).

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- June-24.


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

GRF, Bhawanipatna

- Copy to:
1. Sri Patra Chandan, Repr. By Sri Benudhar Chandan, At/ Po- Brahmanchhendia, Ps- Dharamgarh, Dist- Kalahandi, Mob. No- 96685-25977
 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."