



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 263^(S) Dated, the 22.04.2024

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-83/2024		
2	Complainant/s	Name & Address Sri Pradyumna Kumar Patra, Repr. By Sri Bhagirathi Patra, At-Merghara, Po/Ps- Dharmagarh, Dist.-Kalahandi.	Consumer No 9043-4202-0322	Contact No.
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO Elect. Dharamagarh, 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 _____ 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	16.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

22/4/24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

22.04.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

22/4/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

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

Complaint Case No. BPT-83/2024

Sri Pradyumna Kumar Patra,
Repr. By Sri Bhagirathi Patra,
At-Merghara,
Po/Ps-Dharamgarh,
Dist.-Kalahandi
Con. No.9043-4202-0322

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pradyumna Kumar Patra, Repr. By Sri Bhagirathi Patra AT- Merghara, P.O- Dharamgarh, 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 Golamunda on dt.16.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1.50 KW having consumer no- **9043-4202-0322** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant for excess billing raised during 07/2012 to 03/2024 due to meter mismatch.
- 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 excess bill was raised due to meter mismatch.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd.30.03.2024
- 2) Bill details from February 2001 to January 2024



- 3) Date of supply 01.01.1990
- 4) Category: LT/ Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No- 8092844
- 7) Installed on: with IMR:
- 8) CMR: 23409 Kwh as on 30.03.2024
- 9) Facts of the complainant: Revision of previous bill.
- 10) As written version submitted by SDO (Elect) Dharmagarh as follows:
 - The consumer is complaining about bill revision.
 - As PVR dtd. 30.01.2024 of ESO-II, Dharmagarh stated that during site verification it was found that meter no. 8092844 was installed since July 2012, but mistakenly entered in system WEV series meter.

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. As per OP submitted that the consumer is complaining about bill revision.
- As PVR dtd. 30.01.2024 of ESO-II, Dharmagarh stated that during site verification it was found that meter no. 8092844 was installed since July 2012, but mistakenly entered in system WEV series meter.
- As per billing database it appears that the meter no. 8092844 was installed from 07/2012 to 05/2015, and meter no. WCV48700 was installed from 07/2015 to 06/2023, again it appears that the meter no. 8092844 was installed from 10/2023 to 03/2024.

ORDER **22.04.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

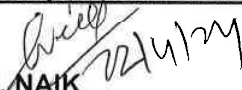
The OP is directed as follows:

- To revise the bill by way of recasting from 07/2012 to 03/2024 with IMR "0" Kwh on 07/2012 and FMR "23614" Kwh on 03/2024.

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- May-24.


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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pradyumna Kumar Patra, Repr. By Sri Bhagirathi Patra, AT- Merghara, P.O- Dharamgarh, Ps- Dharamgarh 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