



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 2300 12
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 333⁽⁵⁷⁾

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-150/2024		
2	Complainant/s	Name & Address Sri Khujaram Naik, Repr. By Sri Akshya Naik, At-Banjipadar, Po-Dumerguda, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4209-0493	Contact 99375-8
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.	Division Kalahandi West Electric 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 Tariffs) Regulations, 2004; Clause 6. Others		
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		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature] 30.05.24
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh
Appeared:

1. **For the Complainant** – Sri Khujaram Naik, Repr. By Sri Akshya Naik, At-Banjipadar, Po-Dumerguda, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-150/2024

Sri Khujaram Naik,
Repr. By Sri Akshya Naik,
At-Banjipadar,
Po-Dumerguda, Ps-Dharamgarh,
Dist.-Kalahandi.
Con. No.9043-4209-0493

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Khujaram Naik, Repr. By Sri Akshya Naik, At-Banjipadar Po- Dumerguda, 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 .04 KW having consumer No **9043-4209-0493** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant abnormal bill was raised during 05/2023.
- 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 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 on date 14.05.2024
- 2) Billing Abstract from January 2016 to March 2024
- 3) Date of supply 06.09.2015
- 4) Category: LT/Domestic
- 5) Connected Load .04 KW



- 6) Meter No- 404406
- 7) Installed on. with IMR: Kwh
- 8) CMR: "2598" 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 the provisional/average bill was served from 03/2016 to 04/2023.
- As per billing database bill revision was done twice for the period of 05/2018 to 04/2023 effect on dtd. 03.06.2023 & 05/2018 to 02/2024 yet to be approved.

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.

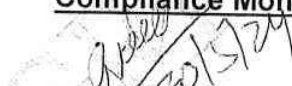
The OP is directed as follows:

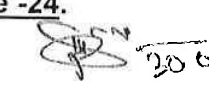
- To revise the bill by way of recasting from 09/2015 to 04/2024 with IMR "0" Kwh on 09/2015 and FMR "2601" Kwh on 04/2024.
- To withdraw the earlier bill revision was effect on 03.06.2023 & 05/2018 to 02/2024 yet to be approved.

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
Co-Opted Member
Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Khujaram Naik, Repr. By Sri Akshya Naik, At-Banjipadar Po- Dumerguda, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."