



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/ 162⁽⁵⁾ Dated, the 19-03-2024

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-23/2024		
2	Complainant/s	Name & Address Sri Bimbadhar Naik, At-Khamarhaldi, Po-Sosia, Ps-Golamunda, Dist-Kalahandi.	Consumer No 9043-4225-0283	Contact No. 91785-67494
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 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	11.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any	Nil		

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

1. **For the Complainant** – Sri Bimbadhar Naik, At-Khamarhaldi, Po-Sosia, Ps-Golamunda, Dist-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-23/2024

Sri Bimbadhar Naik,
At-Khamarhaldi,
Po-Sosia,
Ps-Golamunda,
Dist-Kalahandi.
Con. No.9043-4225-0283

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bimbadhar Naik, At- Khamarhaldi, Po- Sosia, 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.11.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1.5 KW having consumer No **9043-4255-0283** under SDO Elect. 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 Abstract from June 2014 to December 2023
- 3) Date of supply 15.06.2014



- 4) Category: LT/ DOM
- 5) Connected Load 1.5 KW
- 6) Meter No- TPWODL1117054
- 7) Installed on: 19.10.2022 with IMR: "0"
- 8) CMR: 754 Kwh
- 9) Facts 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 bill revision towards defective period assessment from 10/2021 to 09/2022 has already been considered.

ORDER
19.03.2024

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:

- As the bill revision/ adjustment has already been considered in the billing database, so no need to revise the bill.

Case is disposed of accordingly. Case is hereby dropped.

B. Naik 19/3/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. Pattnaik 19.03.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. Naik 19/3/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bimbadhar Naik, At- Khamarhaldi, Po- Sosia, Dist-Kalahandi. Mob no-91785-67494
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."