



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

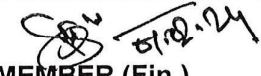
ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

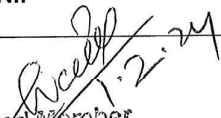
Memo No. GRF/BPT/Order/ 80⁽⁵⁾

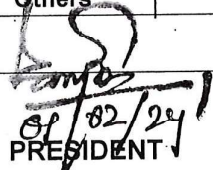
Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 195 /2023		
2	Complainant/s	Name & Address Sri Rohit Naik, At-Khamarhaldi, Po-Sosia, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9043-4225-0413	Contact No. 9937365798
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	07.12.2023		
9	Date of Order	01.02.2024		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		


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


Co-Opted Member
GRF, Bhawanipatna


PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

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

Complaint Case No. 195/2023

Sri Rohit Naik
At-Khamarhaldi
Po-Sosia
Ps-Dharamgarh
Dist-Kalahandi.
Con. No. 9043-4225-0413

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Rohit Naik, AT- Khamarhaldi, PO- Sosia, 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 / meter mismatch of his LT/Dom supply with CD of 2 KW having consumer No. **9043-4225-0413** 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 Abstract from April-2009 to December-2023



- 3) Date of supply: 30.12.2008
- 4) Category: LT/ Dom
- 5) Connected Load: 2 KW
- 6) Meter No: TWSP51085449
- 7) Installed on: 09.11.2023
- 8) FMR: 21 KWH as on 19.12.2023
- 9) Fact of the complaint: Revision of bill.
- 10) As per written version submitted by SDO Dharamgarh as follows:
 - The consumer is complaining about bill revision of previous bill.

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 of previous bill.
- As per billing data base the complainant was billed provisional/average basis from 10/2021 to 10/2023.

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:

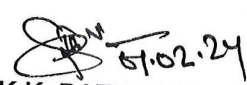
- To revised the bill from 10/2021 to 10/2023 by taking six-month average consumption of new meter installed on 11/2023.

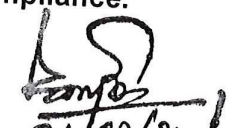
The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month: May-24.


B. NAIK
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Rohit Naik, At- Khamarhaldi, PO- Sosia Dist- Kalahandi. Mob No- 9937365798
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 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."