



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/ 81 ⁽⁵⁾

Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 194/2023		
2	Complainant/s	Name & Address Sri Parmeswar Rout, At/Po-Brundabahal, Ps-Dharamgarh, Dist-Kalahandi.	Consumer No 9043-4227-0758	Contact No. 6971097769
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 <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		
8	Date(s) of Hearing	07.12.2023		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
MEMBER (Fin.)
Member (Fin.)
GRF, Bhawanipatna

[Signature]
Co-Opted Member
GRF, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Parmeswar Rout, At/Po-Brundabahal, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh TPWODL

Complaint Case No. 194/2023

Sri Parmeswar Rout
At/Po-Brundabahal
Ps-Dharamgarh
Dist-Kalahandi.
Con. No. 9043-4227-0758

COMPLAINANT

-Versus-

Sri Gupta Prasad Tripathy
SDO, Elect. Dharamgarh
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Parmeswara Rout Rep. by Amodraj Rout, AT/ P.O - Brundabahal, 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 of his LT/Dom supply with CD of 1 KW having consumer No. **9043-4227-0758** 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 check the accuracy of the meter & 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 Statement



- 3) Date of supply: 10.10.2021
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No- 5027528,
- 7) Installed on: 10.10.2021
- 8) FMR: 7677 KwH on dt- 05.02.2024
- 9) Fact of the Complainant: Revision of previous bill
- 10) As written version submitted by SDO Dharamgarh as follows:

- According the complaint of consumer a parallel meter was installed on dtd.29.12.2023. on dt. 05.02.2024 it shows that the readings of both meters are same. So, the meter no. 5027528 is OK.

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 accuracy of meter & revise the excess billing. The OP submitted that, according the complaint of consumer a parallel meter was installed on dtd.29.12.2023. on dt. 05.02.2024 it shows that the readings of both meters are same. So, the meter no. 5027528 is OK.

ORDER

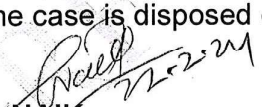
22.02.2024

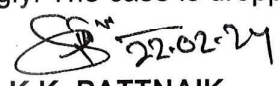
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


The OP is directed as follows:

- As the meter has checked with a parallel meter, and the meter found is OK, so no bill revision is required.

The case is disposed of accordingly. The case is dropped.


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


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


R.R. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Parameswar Rout Rep by Amodraj Rout AT-P. O Brundabahal Dist.- Kalahandi
Mob No- 6371097769
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."