



# 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/ 159<sup>(5)</sup> 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-18/2024		
2	Complainant/s	Name & Address Sri Chandrasya Majhi, At/Po- Khaliakani, Ps-Golamunda, Dist- Kalahandi.	Consumer No 9043-4305-0454	Contact No. 88478-62457
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 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

*Recd*  
*19/3/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*SMA*  
*19.03.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
*19/3/24*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Golamunda

**Appeared:**

1. For the Complainant – Sri Chandrahasya Majhi, At/Po-Khaliakani, Ps-Golamunda, Dist-Kalahandi.
2. For the Respondent – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-18/2024**

Sri Chandrahasya Majhi,  
At/Po-Khaliakani,  
Ps-Golamunda,  
Dist-Kalahandi.  
Con. No. 9043-4305-0454

COMPLAINT

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

-Versus-

OPPOSITE PARTY

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Chandrahasya Majhi, At/Po-Khalikani, Ps-Golamunda, 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 9043-4305-0454 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 May 2015 to December 2023
- 3) Date of supply 31.03.2015
- 4) Category: LT/ DOM
- 5) Connected Load: 1.5 KW



- 6) Meter No- TWSP51062320
- 7) Installed on: 11.10.2023 with IMR: "0"
- 8) CMR: 145 Kwh on 02.02.2024.
- 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.

#### **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:

- To revise the bill by way of recasting from 04/2015 to 08/2023 with IMR "0" Kwh on 04/2015 and FMR "7499" Kwh on 08/2023.

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- April-24.**

*Proceed*  
*19/3/24*  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*19.03.24*  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

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

Copy to: -

1. Sri Chandrahasya Majhi, At/Po-Khalikani, Ps-Golamunda, Dist-Kalahandi Mob No- 88478-62457.
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."**