



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 154⁽⁵⁾ Dated, the 19.03.2024

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

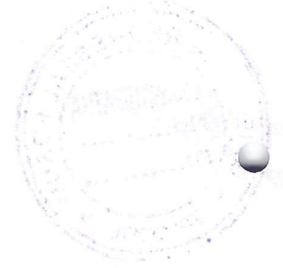
1	Case No.	Complaint Case No. BPT-13/2024		
2	Complainant/s	Name & Address Sri Dharmendra Rout, At/Po-Khaliakani, Ps-Golamunda, Dist-Kalahandi.	Consumer No 9043-4305-1041	Contact No. 91782-66631
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.	Division Kalahandi West Electrical 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		

Recd
12.3.24
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

12.03.24
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

19/3/24
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

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

Complaint Case No. BPT-13/2024

Sri Dharmendra Rout,
At/Po-Khariakani,
Ps-Golamunda,
Dist-Kalahandi.
Con. No. 9043-4305-1041

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Dharmendra Rout, At/Po- Khariakani, 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 0.40 KW having consumer No **9034-4305-1041** 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 November 2021 to December 2023
- 3) Date of supply 22.04.2021



- 4) Category: LT/ DOM
- 5) Connected Load 0.40 KW
- 6) Meter No- TWSP51061956
- 7) Installed on: 20.10.2023 with IMR: "0"
- 8) CMR: 175 KwH as 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 stated that the consumer is complaining about bill revision.
- As per billing database an abnormal billing of 5121 units was raised on the month of 08/2023.

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 from 04/2021 to 09/2023 taking six-month average consumption of new meter installed on 20.10.2023.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Conditions of Supply) Code, 2019.

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.

12-3-24
B. NAIK
Co-Opted Member

12.03.24
K.K. PATNAIK
MEMBER (Fin.)

19/3/24
R.K. NAIK
PRESIDENT

Copy to: -

1. Sri Dharmendra Rout, At/Po- Khariakani, Ps-Golamunda 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."