



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/ 155⁽⁵⁾

Dated, the 19.03.2024

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

1	Case No.	Complaint Case No. BPT-14/2024		
2	Complainant/s	Name & Address Sri Budu Majhi, At-Gaindimunda, Po-Golamunda, Ps-Golamunda, Dist-Kalahandi.	Consumer No 9043-4307-0826	Contact No. 97779-91943
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 Budu Majhi, At-Gaindimunda, Po-Golamunda, Ps-Golamunda, Dist-Kalahandi
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-14/2024

Sri Budu Majhi
At-Gaindimunda,
Po-Golamunda,
Ps-Golamunda,
Dist-Kalahandi.

COMPLAINANT

Con. No. 9043-4307-0826

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Budu Majhi, At- Gaindimunda, Po-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 KW having consumer No **9043-4307-0826** 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 2018 to December 2023

- 3) Date of supply 27.09.2018
4) Category: LT/ DOM
5) Connected Load 1 KW
6) Meter No- TWNX509744
7) Installed on: 18.11.2023 with IMR: "0"
8) CMR: 20 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 complaint for revision of 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 stated that the consumer complaint for revision of bill
- As per billing database it appears that the abnormal bill has raised from 07/2023 to 10/2023 & a suppress of 586 units has been billed on 06/2023.

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 06/2023 to 10/2023 by taking six-month average consumption of new meter installed on 18.11.2023.
- To recast the bill from 09/2018 with IMR "0" Kwh to 06/2023 with FMR "1636" Kwh.
- 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- May-24.

12-3-24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

12.03.24
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

12/3/24
R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna



Copy to: -

1. Sri Budu Majhi, At- Gairdimunda, Po-Golamunda Dist-Kalahandi, Mob no- 97779-91943.
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.”

GRF BHAWANIPATNA

recd 19/11/2019

RECEIVED
Grievance Redressal Forum
TPWODL, Burla