RIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA KALAHANDI-766001, TEL/FAX: - 06670 - 230012 E-маіL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

| | 1565) | Data di the | 19.03.2024 | Ì |
|-------------------------|-------|-------------|------------|---|
| Memo No. GRF/BPT/Order/ | 150 | Dated, the | 110300 | 4 |

Quorum:

Er. Ranjan Kumar Naik

President Member (Finance)

Sri Kamala Kanta Pattnaik

co-opted Member.

| | | úraba Nalk Complaint Case No. BPT-15/2 | 2024 | | O-OFFER MEN | | | |
|----|---|--|--|---------------------|------------------------|---------|------------|--|
| 1 | Case No. | Name & Address | | | Consumer No | Contact | No. | |
| 2 | Complainant/s | Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po-Manjhar, Ps- Golamunda, Dist-Kalahandi. | | | | | 9386-34494 | |
| 3 | Respondent/s | Name Division Sri Gupta Prasad Tripathy, SDO Elect. Kalahandi West Electrical Dharamgarh, TPWODL. Division, TPWODL | | | | | | |
| 4 | Date of Application | | | | / | | | |
| 4 | Buto of Approximati | 1. Agreement/Termination | | 2. Billing Disputes | | | | |
| | Classification/Reclassificat ion of Consumers | 4 | 4. Contract Demand / Connected Load | | | | | |
| | 5. Disconnection / Reconnection of Supply | | 6. Installation of Equipment & apparatus of Consumer | | | | | |
| | 7. Interruptions | 8 | . Mete | etering | | | | |
| 5 | In the matter of- | 9. New Connection | 1 | 0.Qua | ality of Supply & GSOP | | | |
| | 11. Security Deposit / Interest | | 12.Shifting of Service Connection & equipment's | | | | | |
| | | 13. Transfer of Consumer Ownership | 1 | 14.Volt | 1.Voltage Fluctuations | | | |
| | 15. Others (Specify) - | | | | | | | |
| 6 | Section(s) of Electricity A | ct, 2003 involved | | | | | | |
| 7 | OERC Regulation(s) with Clauses | 1. OERC Distribution (Conditions of Supply) Code,2013, | | | | | | |
| | With Clauses | 2. OERC Distribution (Licensee's Standard of Performance | | | | | | |
| | | Pogulations 2004: Clause | | | | | | |
| | | 2 OEBC 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 | V9.03.2024 | | | | 041 | 1 | |
| 10 | Order in favour of | Complainant √ Respo | nden | t | | Others | | |
| 11 | Details of Compen | - | | | | | | |
| 11 | awarded, if any. | 11 | | | | | | |
| | hall - | 2 12.63 | 24 | | PRESID | 12/8 | 24 | |

CO- OPTED MEMBER

MEMBER (Fin.) MEMBER

Grievance Redressal Forum TPWODL, Bhawanipatna

PRESIDENT GRF, Bhawanipatna

Co-Opted Member GRF, Bhawanipatna





Place of Hearing: Golamunda

Appeared:

- 1. **For the Complainant** Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po-Manjhar, Ps-Golamunda, Dist-Kalahandi.
- 2. For the Respondent Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-15/2024

Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po-Manjhar, Ps-Golamunda, Dist-Kalahandi. Con. No. 9043-4311-0044

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po-Manjhar, 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 9043-4311-0044 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 October 2004 to November 2023

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- Date of supply 12.08.2004
- 4) Category: LT/ DOM
- 5) Connected Load 1.5 KW
- 6) Meter No- TWNX310985
- 7) Installed on: 11.01.2024 with IMR: "0"
- 8) CMR: 46 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 data base the bill revision has taken into account from 02/2019 to 06/2023 towards delay meter updating. And the bill was raised on average basis from 07/2023 to 12/2023.

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 07/2023 to 12/2023 by taking six-month average consumption of new meter installed on 11.1.2024.

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- July -24

B. NAIK Co-Opted Member K.K. PATTNAIK MEMBER (Fin.)

Co-Opted Member

MEMBER GRF, Bhawanipatna Grievance Redressal Forum

Copy to: -

TPWODL, Bhawanipatna

1. Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po- Manjhar, Ps-Golamunda

PRESIDENT

GRF, Bhawanipatna

- Dist-Kalahandi. Pin- 766016 Mob No-99386-34496
- 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."