



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



- 3) 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.

Recd 12.3.24
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

12.03.24
K.K. PATNAIK
MEMBER (Fin.)
MEMBER

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

Copy to: -

Grievance Redressal Forum
TPWODL, Bhawanipatna

1. Sri Dhanu Gopal, Repr. By Sri Nilambar Banchhor, At/Po- Manjhar, Ps-Golamunda 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."