



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 PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 23149

Dated, the 18.04.2024

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-82/2024		
2	Complainant/s	Name & Address Sri Pitambar Bhati, At/Po-Dudukel, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9043-4313-0528	Contact No.
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 <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>		
8	Date(s) of Hearing	16.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		


CO- OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



Place of Hearing: Golamunda

Appeared:

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

Complaint Case No. BPT-82/2024

Sri Pitambar Bhati,
At/Po-Dudukel,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No.9043-4313-0528

COMPLAINT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pitambar Bhati, At/Po -Dudukel, 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.16.02.2024, 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 **9043-4313-0528** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant the excess bill was raised from 07/2023 to 11/2023 on the above consumer no. And also, another bill has raised in a duplicate consumer no, vide SC no. 904343130422.
- 3) 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 bill & stop billing in the duplicate consumer no.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR dt. 28.02.2024
- 2) Billing Abstract
- 3) Date of supply 11.07.2018
- 4) Category: LT/ DOM



- 5) Connected Load 1 KW
- 6) Meter No- TWB122323
- 7) Installed on: 11.02.2024
- 8) CMR: 26 Kwh
- 9) Facts of the complainant: Revision of bill & double consumer no. allotted in the name of Pitambar Bhati.

10) As written version submitted by SDO Elect. Dharamgarh. as follows:

- The SC no. 904343130422, consumer name Pitamber Bhati, of Dudukel under Golamunda section, but the consumer is using connection of consumer no. 904343130528.
- The consumer has raised double bill in the name of Pitambar Bhati instead in a single connection.

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 double consumer no in a single connection and revision of excess bill. The OP submitted that The SC no. 904343130422, consumer name Pitamber Bhati, of Dudukel under Golamunda section, but the consumer is using connection of consumer no. 904343130528.
- As per billing data base the consumer no. bearing **9034-4313-0422** and **9043-4313-0528** has been allotted in the name of Pitambar Bhati.

ORDER

18.04.2024

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 of consumer no. 9043-4313-0528 from 07/2018 to 07/2023 with IMR "0" Kwh on 07/2018 and FMR "3244" Kwh on 07/2023.
- To withdraw the amount of consumer no. **9034-4313-0422** and stop the bill.


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.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
T.W.O.D.L., Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pitambar Bhati, At/Po- Dudukel, 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.”

GRF BHAWANIPATNA