



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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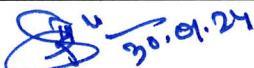
BENCH:

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

Memo No. GRF/BPT/Order/ _____ Dated, the _____


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

1	Case No.	Complaint Case No. 145 /2023			
2	Complainant/s	Name & Address Sri Chinu Budhia, At-Karli, P.O- Regsapali, P.S-Golamunda, Dist.- Kalahandi.	Consumer No 9043-4320-0146	Contact No. 9937587293	
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) 155			
		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	09.11.2023			
9	Date of Order	30.01.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

1. **For the Complainant** – Sri Chinu Budhia, At-Karli, P.O-Regsapali, P.S-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO, Elect. Dharamgarh, TPWODL.

Complaint Case No. 145/2023

Sri Chinu Budhia,
At-Karli,
P.O-Regsapali,
P.S-Golamunda,
Dist.-Kalahandi.
Con. No. 9043-4320-0146

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The Complainant Sri Chinu Budhia before the Forum during the camp court held at Golamunda on dt. 09/11/2023, aggrieved by upward assessment debited in the month of May-2023.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding upward assessment done in the month 05/2023. He requested to withdraw the excess amount added to his account.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

The OP (SDO Dharamgarh) has submitted the following documents:

- a) A written Statement, stated that:
 - Bill was average from April-2018 to April-2021.
 - Meter installed in August 2021.
 - Old bill was revised on 29/05/2023 and Rs 11352.67 was debited due to upward revision.
- b) PVR Dtd. 21/11/2023 was submitted mentioning meter number LW217741 with CMR 3924 kwh.



OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Dharamgarh, the Forum observed that an amount of Rs 11352.67 was debited to the consumer account due to upward assessment done for the period 08/2019 to July2021 basing upon the consumption of the meter installed on August-2021. The consumer was also aggrieved for the debited amount.

ORDER
30.01.2024

Based on the above observations, the Forum passes the following order as per regulations 155 of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

1. The upward assessment done for the period August-2019 to July-2021 is to be re-casted and charged on prorata basis from January-2021 to July-2021 and rest amount to be withdrawn.

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- Feb-24.

 30.01.24

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

 30.01.24

R.K. NAIK
PRESIDENT
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

3. Sri Chinu Budhia, At: Karli, Po: Rengsapali, Dist.- Kalahandi.
4. SDO(Elect.) Dharamgarh, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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.”



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