



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/ 196⁽⁹⁾ Dated, the 29.12.2023

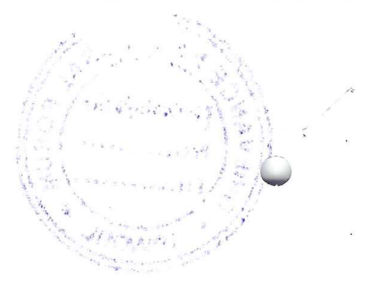
Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 146/2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		1. Sri Ramesh Chandra Budhia, At-Karli, Po-Rengsapali, P.S-Golamunda, Dist.-Kalahandi.		9043-4320-2308	9938011191
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-	2. Agreement/Termination		3. Billing Disputes	√
		4. Classification/Reclassification of Consumers		5. Contract Demand / Connected Load	
		6. Disconnection / Reconnection of Supply		7. Installation of Equipment & apparatus of Consumer	
		8. Interruptions		9. Metering	
		10. New Connection		11. Quality of Supply & GSOP	
		12. Security Deposit / Interest		13. Shifting of Service Connection & equipment's	
		14. Transfer of Consumer Ownership		15. Voltage Fluctuations	
		16. 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	09.11.2023			
9	Date of Order	29.12.2023			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			


29.12.23
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


29.12.23
PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Golamunda

Appeared:

For the Complainant – Sri Ramesh Chandra Budhia, At-Karli, Po-Rengsapali, P.S-Golamunda, Dist.-Kalahandi.

For the Respondent – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh. TPWODL

Complaint Case No. 146/ 2023

Sri Ramesh Chandra Budhia,
At-Karli,
Po-Rengsapali,
P.S-Golamunda,
Dist.-Kalahandi. -
Con. No. 9043-4320-2308

COMPLAINANT

-Versus-

Sri Gupta Prasad Tripathy
SDO Elect. Dharamgarh. TPWODL -

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The Complainant Sri Ramesh Ch. Budhia before the Forum during the camp court held at Golamunda on dt. 09/11/2023, aggrieved by abnormal billing done due to defective meter from 06/2023 onwards.

SUBMISSION OF COMPLAINANT DURING HEARING:

The complainant reiterated his complaint regarding abnormal billing done due to defective meter from 06/2023 onwards. He requested to revise the bill by installing a new meter.

SUBMISSION OF OPPOSITE PARTY DURING HEARING:

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

- a) A written Statement, stated that:
 - 1113 Supress units billed on June-2023 as on fig.
 - As per PVR of ESO Golamunda, CMR is 219kwh and meter is installed from date of supply. So, bill may be treated as wrong and revise the bill.
 - Billing was average from July-2023 to till now due to meter defect.
- b) PVR Dtd. 21/11/2023 was submitted mentioning meter number 5033621 with CMR 219.



OBSERVATIONS OF THE FORUM

From the database and statement as submitted by SDO(Elect.) Dharamgarh, the Forum observed that abnormal billing raised due to defective meter from 06/2023 onwards to consumer. A new meter is installed on date 07/12/23 having serial number TWSP51087091 as per data base.

ORDER
29.12.2023

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. To revise the abnormal and defective bill from 06/2023 to 11/2023 basing upon six-month average consumption of the new meter installed on 07/12/2023.

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- June-24.


29.12.23

K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


29/12/23

R.K. NAIK
PRESIDENT

PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Ramesh Chandra Budhia, At: Karli, Po: Rengsapali, 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."