



# 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/

704<sup>69</sup>

Dated, the

29.11.2024

## 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-449/2024																										
2	Complainant/s	Name & Address Sri Koutuka Banchhor, Repr. By Smt Jamila Banchhor, At-Boringpada, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0102-2876	Contact No. 93376-13475																								
3	Respondent/s	Name Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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6. Others																												
8	Date(s) of Hearing	08.11.2024																										
9	Date of Order	29.11.2024																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any	Nil																										

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Koutuka Banchhor, Repr. By Smt Jamila Banchhor, At-Boringpada, Po-Kesinga, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-449/2024**

Sri Koutuka Banchhor,  
Repr. By Smt Jamila Banchhor,  
At-Boringpada, Po-Kesinga,  
Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-0102-2876**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Koutuka Banchhor, Repr. by Smt. Jamila Banchhor, At-Boringpadar, Po/Ps- Kesinga, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 08.11.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9033-0102-2876** under SDO Elect. Kesinga.
- 2) As complained by the complainant that the bill was raised without availing power supply.
- 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 withdraw the bill was raised without power supply.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: 13/11/2024
- 2) Bill details from: 10/2018 to 09/2024
- 3) Date of supply: 23/09/2018



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – WLT175813
- 7) Installed on: 28/10/2019 with IMR: "0"
- 8) CMR: 827 Kwh as on 13/11/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Average bill (without meter) from 10/2018 to 10/2019.
  - As per PVR submitted by JE and officer com. Section officer Kesinga on dated 13/11/2024, consumer was availing power supply from 10/2019 and before that he was not using power supply.

#### **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 Average bill (without meter) from 10/2018 to 10/2019.
- As per PVR submitted by JE and officer com. Section officer Kesinga on dated 13/11/2024, consumer was availing power supply from 10/2019 and before that he was not using power supply.
- As per billing database the provisional bill was raised from 10/2018 to 09/2019.

#### **ORDER**

**29.11.2024**

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 withdraw the bill from 10/2018 to 09/2019 as the consumer was not availed the power supply.

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-December-24**

  
**B. NAIK**  
Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Koutuka Banchhor, Repr. by Smt. Jamila Banchhor, At- Boringpadar, Po/Ps- Kesinga, Dist- Kalahandi.
2. SDO Elect. Kesinga. 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