



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/ 334^(a) Dated, the 29.07.2024

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-219/2024		
2	Complainant/s	Name & Address Sri Pravakar Banchor, Repr. By Smt Janani Banchor, At-Boringpadar Word-7, Po-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0102-2956	Contact No. 77350-90717
3	Respondent/s	Name Sri Sanjeeb Kumar Naik J.E, Repr. For Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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 _____ 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	27.05.2024		
9	Date of Order	29.07.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Kesinga
Appeared:

1. **For the Complainant** – Sri Pravakar Banchor, Repr. By Smt Janani Banchor, At-Boringpadar Word-7, Po-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Sanjeeb Kumar Naik J.E, Repr. For Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

Complaint Case No. BPT-219/2024

Sri Pravakar Banchor,
Repr. By Smt Janani Banchor,
At-Boringpadar Word-7,
Po-Kesinga,
Dist.-Kalahandi.

Con. No.9033-0102-2956

COMPLAINANT

Sri Sanjeeb Kumar Naik J.E,
Repr. For Sri Devi Prasad Dixit,
SDO Elect. Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Pravakar Banchhor, Repr. By Smt. Janani Banchhor, At- Boringpadar Ward No-7, PO- Kesinga, Ps- Kesinga, Dist.- Kalahandi comes 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. 27.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for withdraw of EC bill during no power supply period of his LT/ Dom supply with CD of 1 KW having consumer no- **9033-0102-2956** under SDO Elect. Kesinga.
- 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 07/06/2024
- 2) Bill details from October 2018 to May 2024



- 3) Date of supply 01/08/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- WLT178891
- 7) Installed on 28/10/2019 with IMR: "5"
- 8) CMR: 2715 KwH as on 07/06//2024
- 9) 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) generated from October 2018 to October 2019.
 - As per PVR submitted by JE and Officer RCM of Kesinga Section on dated 07/06/2024 the consumer was availing power supply from 28/10/2019. Consumer was not availing power supply before 28/10/2019.

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) generated from October 2018 to October 2019. As per PVR submitted by JE and Officer-Com of Kesinga Section on dated 07/06/2024, the consumer was availing power supply from 28/10/2019.
- Average bill has generated from October 2018 to October 2019 is false as the consumer is availing power supply after installing the meter i.e 28/10/2019.
- From data base it is seen that bills from 8/2018 to 9/2019 were generated on LF basis showing without meter.

ORDER
29.07.2024

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 October 2018 to Sept 2019 as the consumer was not availing the power supply for the said period.

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-August-24


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


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pravakar Banchhor, Repr. By Smt. Janani Banchhor, At- Boringpadar Ward No-7, PO- Kesinga, Ps- Kesinga, Dist.- Kalahandi
2. SDO Elect. Kesinga, TPWODL.
3. EE, KEED, Bhawanipatna, TPWODL
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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.”

GRIEVANCE REDRESSAL FORUM
BHAWANIPATNA

1. 10/10/2020

10/10/2020

10/10/2020