



# 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/ 437<sup>(S)</sup> 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-223/2024   |   |                            |
| 2  | Complainant/s                                | Name & Address<br>Sri Debendra Banchhor, Repr. By Smt Kusum Banchhor, At-Boringpadar, Po-Kesinga, Dist.-Kalahandi.  | Consumer No<br>9033-0102-2961                             | Contact No.<br>63721-28456 |
| 3  | Respondent/s                                 | Name<br>Sri Sanjeeb Kumar Naik, J.E,<br>Repr. For Sri Devi Prasad Dixit,<br>SDO Elect. Kesinga, TPWODL.   | Division<br>Kalahandi East Electrical<br>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<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause<br>3. OERC Conduct of Business) Regulations, 2004; Clause<br>4. Odisha Grid Code (OGC) Regulation, 2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause<br>6. Others |   |                            |
| 8  | Date(s) of Hearing                           | 27.05.2024  |   |                            |
| 9  | Date of Order                                | 29.07.2024  |   |                            |
| 10 | Order in favour of                           | Complainant ✓   | Respondent  | Others                     |
| 11 | Details of Compensation awarded, if any      | Nil   |   |                            |

CO-OPTED MEMBER

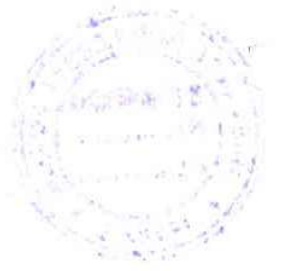
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT

GRF, Bhawanipatna



**Place of Hearing: Kesinga**  
**Appeared:**

1. **For the Complainant** – Sri Debendra Banchhor, Repr. By Smt Kusum Banchhor, At-Boringpadar, 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-223/2024**

Sri Debendra Banchhor,  
Repr. By Smt Kusum Banchhor,  
At-Boringpadar,  
Po-Kesinga,  
Dist.-Kalahandi.

**Con. No.9033-0102-2961**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Debendra Banchhor, Repr. By Smt. Kusum Banchhor, At- Boringpadar, 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- **9033-0102-2961** 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- WLT178889
- 7) Installed on 28/10/2019 with IMR: "5"
- 8) CMR: 1699 KwH as on 07/06/2024
- 9) Meter Status OK
- 10) Facts of the complainant: Revision of bill

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 Section office Kesinga 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 September 2019 as the consumer has 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- August-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 Debendra Banchhor, Repr. By Smt. Kusum Banchhor, At- Boringpadar, 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."**

GRF BHAWANIPATNA