



## 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/ 422<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-239/2024		
2	Complainant/s	Name & Address Smt Satyabhama Podh, Repr. By Sri Santa Podh, At-Boringpadar, Po-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0102-3107	Contact No. 99388-35801
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 <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		
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	Others
11	Details of Compensation awarded, if any.	Nil		

*Pradeep*  
25/7/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

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

*L.S.*  
29/7/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kesinga  
Appeared:**

1. **For the Complainant** – Smt Satyabhama Podh, Repr. By Sri Santa Podh, 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-239/2024**

Smt Satyabhama Podh,  
Repr. By Sri Santa Podh,  
At-Boringpadar,  
Po-Kesinga,  
Dist.-Kalahandi.

**Con. No.9033-0102-3107**

**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 Smt Satyabhama Podh, Repr. By Santa Podh, At-Boringpadar, PO- Kesinga, 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. 27.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no- **9033-0102-3107** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was raised from 11/2019 to 09/2021.
- 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 revise the provisional/average 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: 21/06/2024
- 2) Bill details from November 2019 to May 2024



- 3) Date of supply 17/05/2019
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- LW469212
- 7) Installed on 03/01/2021 with IMR: "0"
- 8) CMR:869 Kwh as on 21/06/2024
- 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 November 2019 to September 2021.
  - As per PVR submitted by JE and Officer RCM Section office Kesinga on dated 21/06/2024 the consumer was availing power supply from 03/01/2021.
  - Bill revision from 01/2021 to 06/2023.

### **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 November 2019 to September 2021.
- As per PVR submitted by JE and Officer RCM Section office Kesinga on dated 21/06/2024 the consumer was availing power supply from 03/01/2021.

### **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.

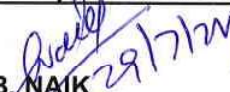
The OP is directed as follows:

- To withdraw the bill from 11/2019 to 02/2020, as the power supply was not available during this 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. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TFWODL, Bhawanipatna

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



Copy to: -

1. Smt. Satyabhama Podh, Repr. by Sri Santa Podh, At- Boringpadar, PO- Kesinga, Ps- Kesinga, Dist.- Kalahandi
2. SDO Elect. Kesinga, TPWODL.
3. EE, KEED, Bhawanipatna.
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  
BHUBANESWAR  
ODISHA