



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/ 419^(S) 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-242/2024		
2	Complainant/s	Name & Address Smt Tarunlata Podh, Repr. By Sri Manu Podh, At-Boringpadar, Po-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0102-3111	Contact No. 63708-06691
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 <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** – Smt. Tarunlata Podh, Repr. By Sri Manu 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-242/2024

Smt. Tarunlata Podh,
Repr. By Sri Manu Podh,
At-Boringpadar,
Po-Kesinga,
Dist.-Kalahandi.

Con. No.9033-0102-3111

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 Tarunlata Podh, Repr. By Sri Manu 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- **9033-0102-3111** 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- LW469218
- 7) Installed on 03/01/2021 with IMR: "0"
- 8) CMR: 1425 KwH as on 21/06/24
- 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.

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 05/2020, as the power supply was not available 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

Breed
29/7/24
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
29/7/24
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Smt. Tarunlata Podh, Repr. By Sri Manu 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.”