



## 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/ 6579 Dated, the 05.11.2024

**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-411/2024																										
2	Complainant/s	Name & Address Sri Gajanan Agrawal, C/O MRF Tyre Show Room, At-Raghunath Para, Po-Titilagarh, Dist.-Bolangir.	Consumer No 9033-1401-1461	Contact No. 89174-66076																								
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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8	Date(s) of Hearing	19.10.2024																										
9	Date of Order	05.11.2024																										
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 Gajanan Agrawal, C/O MRF Tyre Show Room, At-Raghunath Para, Po-Titlagarh, Dist.-Bolangir.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-411/2024**

Sri Gajanan Agrawal,  
C/O MRF Tyre Show Room,  
At-Raghunath Para,  
Po-Titlagarh,  
Dist.-Bolangir.

**Con. No. 9033-1401-1461**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Gajanan Agrawal, C/O MRF Tyre Show Room, At-Raghunath Pará, Po/Ps- Titlagarh, Dist.- Bolangir 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. 19.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 2 KW having consumer no-**9033-1401-1461** under SDO Elect. Kesinga.
- 2) As complained by the complainant the 2 Kw line has dismantled from pole meter has taken by the electrical department from since long time. the provisional bill has been served though the conductor of LT line has stolen by thief.
- 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 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: 18/10/2024



- 2) Bill details from: 02/2016 to 08/2024
- 3) Date of supply: 27/02/2016
- 4) Category: LT/General Purpose
- 5) Connected Load 2 KW
- 6) Meter No – WCV60916
- 7) Installed on: N/A
- 8) CMR: N/A
- 9) The meter status: Disconnected
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - As per PVR submitted by JE, Electrical section office Nunmath on dated 18/10/2024, the supply line was disconnected on field from 03/2020.

### **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 withdraw the bill amount during line disconnection period. As the conductor of LT line has been stolen by thief.
- The OP stated that as per PVR submitted by JE, Electrical section office Nunmath on dated 18/10/2024, the supply line was disconnected on field from 03/2020.
- As seen from database, actual bill was generated upto 01/2020. When onwards all the bills were generated on provisional basis with house local remarks upto 07/2023 and the bill was stopped showing consumer as PDC.

### **ORDER**

**05.11.2024**

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 amount excluding the fixed charges from 03/2020 to 07/2023.

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  
Co-Opted Member  
GRF, Bhawanipatna

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

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



Copy to: -

1. Sri Gajanan Agrawal, C/O MRF Tyre Show Room, At- Raghunath Para, 1<sup>st</sup> floor, Po/Ps- Titlagarh, Dist- Bolangir. Mob. No- 89174-66076
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.”**