



# 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/ 539<sup>(6)</sup>

Dated, the 30.09.2024

**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-336/2024																									
2	Complainant/s	Name & Address Sri Fakir Bag, Repr. By Sri Mahendra Bag, At-Dumermunda, Po-Sirol, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-1408-0045	Contact No. 99378-71387																							
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 rowspan="2"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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	<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) -		
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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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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 <u></u>																	
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8	Date(s) of Hearing	14.08.2024																									
9	Date of Order	30.09.2024																									
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																									

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 Fakir Bag, Repr. By Sri Mahendra Bag, At-Dumermunda, Po-Sirol, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-336/2024**

Sri Fakir Bag,  
Repr. By Sri Mahendra Bag,  
At-Dumermunda,  
Po-Sirol, Ps-Kesinga,  
Dist.-Kalahandi.

**Con. No. 9033-1408-0045**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Phakira Bag, Repr. by Sri Mahendra Bag AT-Dumermunda, Po- Sirol, 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. 14.08.24, 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- **9033-1408-0045** under SDO Elect. Kesinga.
- 2) As complained by the complainant the bill was raised without power supply.
- 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 withdraw the 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: 06/09/2024
- 2) Bill details from November 2003 to July 2024
- 3) Date of supply 17/11/2003
- 4) Category: LT/General Purpose



- 5) Connected Load 2 KW
- 6) Meter No – No meter
- 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 given by JE Nunmath on dated 06/09/2024 the line was disconnected in the field from 04/2020 and there is no meter present at site.

#### **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:

- As per complainant statement, he had 2 nos of connection, one is domestic category having consumer no. **9033-1408-0014** and another GP category having consumer no. **9033-1408-0045**.
- As per complainant version supply was disconnected since 04/2020 against consumer no. 9033-1408-0045 and the same was agreed by ESO & SDO though written version. The power supply is continuing against consumer no. 9033-1408-0014.
- As per billing database meter replaced on 11.09.2023 having sl no. TWSP51032318 was wrongly punched against consumer no. **9033-1408-0045** instead of consumer no. **9033-1408-0014**.
- As per billing database it appears that, the bill was stopped against consumer no. **9033-1408-0014** since 05/2020.
- As per billing database the provisional/average/actual bill was raised from 05/2020 to 08/2024 against consumer no. **9033-1408-0045**.

#### **ORDER**

**30.09.2024**

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 from 04/2020 to 08/2024 against consumer no. **9033-1408-0045**.
- To send reconnection advice against consumer no. **9033-1408-0014** and to update the meter no. TWSP51032318 against this consumer and to serve actual bill to the consumer as per meter reading.
- To revise the bill from 05/2020 to 08/2024 against consumer no. **9033-1408-0014** by taking 6 months average consumption of meter no. TWSP51032318 which was installed against consumer no. **9033-1408-**



**0045** on dtd. 11.09.2023 with IMR "0" KWH on 11.09.2023 and FMR "655" KWH in 02/2024.

- The complainant is directed to pay the arrears outstanding upto 03/2020 against consumer no. **9033-1408-0045** with two months fix charges after adjustment of security deposit as per regulation 48 of Conditions of Supply Code, 2019 of OERC.

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-October-24**

**B. NAIK**  
**Co-Opted Member**

**Co-Opted Member**  
**CRF, Bhawanipatna**

**K.K. PATTNAIK**  
**MEMBER (Fin.)**

**MEMBER**

**R.K. NAIK**  
**PRESIDENT**

**PRESIDENT**  
**CRF, Bhawanipatna**

Copy to:

- Sri Phakira Bag, Repr. by Sri Mahendra Bag, AT- Dumermunda, Po- Sirol, Ps- Kesinga, Dist- Kalahandi
- SDO Elect. Kesinga. TPWODL.
- EE, KEED, Bhawanipatna.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."**