



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 226^(S) Dated, the 05.04.2024

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-72/2024		
2	Complainant/s	Name & Address Sri Duryodhan Sahu, Repr. By Sri Deepak Kumar Sahu, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-0251-0135	Contact No. 99384-20073
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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 _____ 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 _____		
8	Date(s) of Hearing	15.02.2024		
9	Date of Order	05.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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: Narla

Appeared:

1. **For the Complainant** – Sri Duryodhan Sahu, Repr. By Sri Deepak Kumar Sahu, At/Po-Narla, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-72/2024

Sri Duryodhan Sahu,
Repr. By Sri Deepak Kumar Sahu,
At/Po-Narla,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9034-0251-0135

COMPLAINT

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Duryodhana Sahu Repr. By Deepak Kumar Sahu At/PO- Narla, Ps- Narla Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt.15.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ G P supply with CD of 5 KW having consumer No - **9034-0251-0135** under SDO Elect. Narla. Although the supply was under disconnection since 08/2021, Hugh bills were served to the consumers after wards without reading.
- 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 withdraw the abnormal / excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd. 12.02.2024
- 2) Billing Abstract from February 2001 to January 2024



- 3) Date of supply 01.01.1990
- 4) Category: LT/ GP
- 5) Connected Load 5 KW
- 6) Meter No- WUV30697
- 7) Installed on dtd. 01.05.2017 with IMR: "0" Kwh
- 8) CMR: NA
- 9) Meter Status: No Meter
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per PVR of ESO, Narla the above connection has been disconnected since 04/2021.
 - As per the billing abstract the actual bill was generated till the month of 06/2021.

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 abnormal / excess billing during disconnection period. The OP submitted that as per PVR of ESO, Narla the above connection has been disconnected since 04/2021.
- As per the billing abstract the actual bill was generated wrongly till the month of 06/2021.
- As per billing database it appears that the abnormal billing was raised from 07/2021 to 12/2023.
- As per billing database the bill was stopped from 01/2024 onwards.

ORDER **05.04.2024**

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 abnormal bill was raised from 07/2021 to 12/2023, only fixed charge to be claimed to the complainant for the above period.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Conditions of Supply) Code, 2019.
- To install a new meter in the consumer premises and reconnect the power supply after obtaining requisite reconnection fees.

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- May-24.


B. NAIK
Co-Opted Member

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 Duryodhan sahu Repr. by Deepak Kumar Sahu At/PO- Narla, Ps- Narla, Dist- Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. 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.”