



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/ 329⁽⁵⁾

Dated, the 30.05.2024

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-177/2024		
2	Complainant/s	Name & Address Sri Om Prakash Singh, At-Sanchiching (Chhatikuda), Po-Santpur, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1501-0472	Contact No. 91788-19571
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	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 _____ 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	22.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

[Signature]
CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

[Signature]
MEMBER (Fin.)

Grievance Redressal Forum
TPWODL, Bhawanipatna

[Signature]
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Om Prakash Singh, At-Sanchiching (Chhatikuda), Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
Complaint Case No. BPT-177/2024

Sri Om Prakash Singh,
At-Sanchiching (Chhatikuda),
Po-Santpur,
Ps-Narla,
Dist.-Kalahandi.

Con. No.9034-1501-0472

COMPLAINANT

Sri Kamalesh Kumar Pradhan
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Om Prakash Singh, At- Sanchiching (Chhatikuda) PO-Santpur, 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. 22.03.24, 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 **9034-1501-0472** under SDO Elect. Narla.
- 2) As complained by the complainant the bill was raised during disconnection period.
- 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 was raised during disconnection period.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR 22.04.2024
- 2) Billing Abstract from March 2006 to March 2024
- 3) Date of supply 03/03/2006
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- 300013126



- 7) Installed on: 22/09/2022 with IMR: "0"
- 8) CMR: 1961 Kwh
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was argued for withdrawn of disconnection period from 10/2013 to 06/2022.
 - As per PVR submitted by the ESO, Chhatikuda the line was disconnected from 10/2013 to 06/2022.

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 was raised during disconnection period. The OP submitted that the consumer was argued for withdrawn of disconnection period from 10/2013 to 06/2022.
- As per PVR submitted by the ESO, Chhatikuda the line was disconnected from 10/2013 to 06/2022. consumer was argue for withdrawn of disconnection period from 10/2013 to 06/2022.

ORDER
30.05.2024

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 10/2013 to 06/2022 during the disconnection period and only fixed charges to be claim.

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- June -24.

B. NAIK
Co-Opted Member
GRIEVANCE REDRESSAL FORUM
TPWODL, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
GRIEVANCE REDRESSAL FORUM
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: - Bhawanipatna

1. Sri Om Prakash Singh, At- Sanchiching (Chhatikuda), PO- Santpur 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."