



## 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/ 151<sup>(5)</sup>

Dated, the 19-03-2024

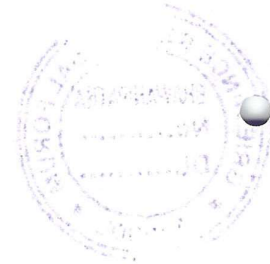
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhabraba Naik - Co-opted Member

1	Case No.	Complaint Case No. BPT-10/2024		
2	Complainant/s	Name & Address Sri Trinath Pradhani, At-Ragunathpur, Po-Nagalbeda, Ps-Lanjigarh, Dist- Kalahandi.	Consumer No 9034-2101-1240	Contact No. 76818-50361
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	✓
		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 <u>        </u>		
8	Date(s) of Hearing	10.01.2024		
9	Date of Order	19.03.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

*Ranjan*  
12.3.24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*Kamala*  
12.03.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Ranjan*  
19/3/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Lanjigarh

**Appeared:**

1. **For the Complainant** – Sri Trinath Pradhani, At-Raghunathpur, Po-Nagalbeda, Ps-Lanjigarh, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-10/2024**

Sri Trinath Pradhani,  
At-Raghunathpur,  
Po-Nagalbeda,  
Ps-Lanjigarh,  
Dist-Kalahandi.  
Con. No. 9034-2101-1240

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Trinath Pradhani, At- Raghunathpur, Po-Nagalbeda Ps-Lanjigarh, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Lanjigarh on dt.10.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.04 KW having consumer No **9034-2101-1240** under SDO Elect.Narla.
- 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 revise the 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
- 2) Billing Abstract from May 2013 to December 2023
- 3) Date of supply 01.03.2013
- 4) Category: LT/ DOM
- 5) Connected Load 0.04 KW



- 6) Meter No- WESCO9104452
- 7) Installed on:
- 8) CMR:
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect.Narla. as follows:
  - The power supply was disconnected from 03/2022 but the meter reader was giving actual meter reading bill till date.

**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 false billing. The OP stated that the power supply was disconnected from 03/2022 but the meter reader was giving Actual meter reading till date.

**ORDER**

**19.03.2024**

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 03/2022 to 12/2023. And reflect billing status as Bill Stopped in billing database.
- The complainant is directed to pay the arrear bill till 02/2022, and if wish to continue the same power supply to the same premises, to pay the requisite reconnection fees along with fix charges from 03/2022 to till date of reconnection.

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- April-24.**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

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

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

Copy to: -

1. Sri Trinath Pradhani, At- Raghunathpur, Po-Nagalbeda, Ps-Lanjigarh, 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.”