



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/ 461^o

Dated, the 31.07.2024

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-256/2024		
2	Complainant/s	Name & Address Sri Purusottam Ota, Repr. By Sri Sangram Keshari Ota, At/Po- M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2304-0354	Contact No. 78737-08073
3	Respondent/s	Name Sri Kalyan Munda AFM, Repr. For 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	13.06.2024		
9	Date of Order	31.07.2024		
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 Purusottam Ota, Repr. By Sri Sangram Keshari Ota, At/Po- M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kalyan Munda AFM, Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-256/2024

Sri Purusottam Ota,
Repr. By Sri Sangram Keshari Ota,
At/Po- M. Rampur,
Dist.-Kalahandi.

Con. No. 9034-2304-0354

COMPLAINANT

Sri Kalyan Munda AFM,
Repr. For Sri Kamalesh Kumar Pradhan
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Purusottam Ota, Repr. by Sri Sangram Keshari Ota, AT/Po- M. Rampur, Ps- M. Rampur, 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. 13.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 2 KW having consumer no- **9034-2304-0354** under SDO Elect. Narla.
- 2) As complained by the complainant the provisional/average bill was served during the 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 revise the bill & allowed for reconnection.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 29/07/2024
- 2) Bill details from January 2010 to May 2023



- 3) Date of supply 28/12/2009
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – WCV27264
- 7) Installed on 01/03/2017 with IMR: “0”
- 8) CMR: 1755 KwH as on 29/07/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per PVR given by the ESO M. Rampur the consumer power supply was disconnected since 02/2018 to till date. After power supply reconnected the meter reading is 1755 KwH.

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 excess billing. The OP submitted that as per PVR given by the ESO M. Rampur the consumer power supply was disconnected since 02/2018 to till date. After power supply reconnected the meter reading is 1755 KwH.
- As per billing database the meter reading for the month of 01/2018 is 1732 KwH but the line was disconnected during 02/2018 the FMR has shown 1755 on 29/07/2024.

ORDER

31.07.2024

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 02/2018 to 05/2023 and to provide a final bill with FMR “1755” taking two months EC from the month of disconnection, within 15 days from the date of issue of this order.
- Complainant is directed to clear the O/S dues on receive of final bill.
- If consumer wants to take power supply on the said premises, supply may be provided in accordance with the regulation in force.

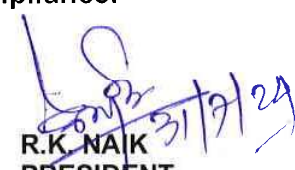
The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-August-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 Purusottam Ota, Repr. by Sri Sangram Keshari Ota, AT/Po- M. Rampur, Ps- M. Rampur, Dist- Kalahandi
2. SDO Elect. Narla. 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.”