



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 392⁽⁶⁾ Dated, the 28.06.2024

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-217/2024		
2	Complainant/s	Name & Address Sri Sapan Kumar Pattnaik, Repr. By Sri Samir Barik, At/Po-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2316-0108	Contact No. 93376-75306
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 _____ 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	10.05.2024		
9	Date of Order	28.06.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

CO- OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla
Appeared:

1. **For the Complainant** – Sri Sapan Kumar Pattnaik, Repr. By Sri Samir Barik, At/Po-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-217/2024

Sri Sapan Kumar Pattnaik,
Repr. By Sri Samir Barik,
At/Po-M. Rampur,
Dist.-Kalahandi.

Con. No.9034-2316-0108

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Sapan Kumar Pattnaik Repr. by Sri Samir Barik, 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 Narla on dt. 10.05.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 2 KW having consumer no- **9034-2316-0108** 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: 16/05/2024
- 2) Bill details from February 2001 to April 2024
- 3) Date of supply 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW
- 6) Meter No – TW02035747
- 7) Installed on 13/06/2023 with IMR: "0"



- 8) CMR: 5615 Kwh as on 16/05//2024
9) The meter status OK
10) Facts of the complainant: To revise the excess bill

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 from 03/2007 to 12/2014.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complainant petition, as well as written submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing done during line disconnection period.
- The OP stated that as per PVR given by the ESO M. Rampur the consumer power supply was disconnected from 03/2007 to 12/2014.
- In written submission, OP is also in opinion to withdraw the total bill raised during the disconnected period except fix charges.

ORDER
28.06.2024

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 03/2007 to 12/2014 claiming the fixed charges only.

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 - July-24

Naik 28/6/24
B. NAIK
Co-Opted Member

K.K. PATTNAIK
MEMBER (Fin.)

Naik 28/6/24
R.K. NAIK
PRESIDENT

Co-Opted Member
CRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Sapan Kumar Pattnaik, Repr. by Sri Samir Barik, AT/Po- M. Rampur, Ps- M. Rampur, Dist.- Kalahandi
2. SDO Elect. Narla, TPWODL.
3. EE, KEED, 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.”