



# 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/ 609<sup>th</sup>

Dated, the 28.10.2024

**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-390/2024   |   |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2  | Complainant/s  | Name & Address<br>Sri Gopiram Agrawal, Repr. By Sri Ankit Kumar Agrawal, At/Po-M.Rampur, Ps-M.Rampur, Dist.-Kalahandi.  | Consumer No<br>9034-2317-0040                             | Contact No.<br>80185-65655 |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3  | Respondent/s   | Name<br>Sri Kamalesh Kumar Pradhan,<br>SDO Elect. Narla, TPWODL.  | Division<br>Kalahandi East Electrical<br>Division, TPWODL |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 4  | Date of Application                                  |   |   |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 5  | In the matter of-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table> |   |                            | 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) - |  |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>  |   |                            | 1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155 | 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 |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155                |  |   |   |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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                                   | 21.09.2024  |   |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9  | Date of Order  | 28.10.2024  |   |                            |   |   |  |  |  |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Narla**  
**Appeared:**

1. **For the Complainant** – Sri Gopiram Agrawal, Repr. By Sri Ankit Kumar Agrawal, At/Po-M.Rampur, Ps-M.Rampur, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-390/2024**

Sri Gopiram Agrawal,  
Repr. By Sri Ankit Kumar Agrawal,  
At/Po-M.Rampur,  
Ps-M.Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2317-0040**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Gopiram Agrawal, Repr. by Sri Ankit Kumar Agrawal, 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. 21.09.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 2 KW having consumer no- **9034-2317-0040** under SDO Elect. Narla.
- 2) As complained by the complainant that the bill was raised after disconnection of power supply/.
- 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 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: 05/10/2024
- 2) Bill details from February 2001 to February 2024
- 3) Date of supply 01/01/1990



- 4) Category: LT/General Purpose
- 5) Connected Load 2 KW
- 6) Meter No – WES03449
- 7) Installed on N/A
- 8) CMR: 8292 Kwh as on 05/10/2024
- 9) The meter status: Ok

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Narla as follows:

- As per the PVR given by the ESO M. Rampur there is no such power supply and no meter found at the site. after inquiry the line was disconnected since 11/2021.
- So, we may withdraw the total bill from 11/2021 to 07/2023 as the power supply was permanently disconnected.

#### **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 the PVR given by the ESO M. Rampur there is no such power supply and no meter found at the site. after inquiry the line was disconnected since 11/2021.
- As per billing database the provisional bill was raised from 11/2021 to 07/2023, and the bill generated in "X" code from 08/2023 to 02/2024.

#### **ORDER**

**28.10.2024**

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 11/2021 to 07/2023 as the power supply was disconnected.
- The complainant is directed to pay the bill raised till 10/2021 and if wish to reconnect the same power supply to pay the fix charge from 11/2021 to 09/2024 along with reconnection fees as appropriate.

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-November-24**

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

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

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



Copy to: -

1. Sri Gopiram Agrawal, Repr. by Sri Ankit Kumar Agrawal, 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.”**