



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/ 949^{cs}

Dated, the 27.03.2025

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-77/2025																										
2	Complainant/s	Name & Address Sri Dama Naik, At-Dangriguda, Po-Deypur, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1408-0555	Contact No. 84580-44973																								
3	Respondent/s	Name Sri Rajesh Kumar Mishra, SDO Elect. No-I, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <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 & 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 & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & 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) –		
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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	15.02.2025																										
9	Date of Order	27.03.2025																										
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 FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Naktiguda
Appeared:**

1. **For the Complainant** – Sri Dama Naik, At-Dangriguda, Po-Deypur, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rajesh Kumar Mishra, SDO Elect. No-I, Bhawanipatna, TPWODL.

Complaint Case No. BPT-77/2025

Sri Dama Naik,
At-Dangriguda, Po-Deypur,
Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9035-1408-0555

COMPLAINANT

Sri Rajesh Kumar Mishra,
SDO Elect. No-I, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Dama Naik, At- Dangriguda, Po- Depur, Ps- Bhawanipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Naktiguda on dt. 15.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9035-1408-0555** under SDO Elect. No. I Bh.patna.
- 2) As complained by the complainant that bill was raised 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 excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. No. I Bh.patna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 04/03/2025
- 2) Bill details from: 11/2012 to 05/2024
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic



- 5) Connected Load 1.5 KW
- 6) Meter No – 300043359
- 7) Installed on: 10/01/2023 with IMR "0"
- 8) CMR: 5736 KWH on 01/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No. I Bh.patna as follows:
 - that the premises is used for domestic purpose bearing consumer No.9035-1408-0555 and that contract demand is 1 KW.
 - As per billing statement PL and Avg bills are served from 12/2014 to 07/2022 due to defective meter. During the above period the line was physically disconnected from 12/2017 to 10/2020, as PVR submitted by ESO, College Square.
 - A new meter was replaced on dt.23.09.2022 with IMR "0" KWH.
 - Presently the line is disconnected from dt.29.01.2024 physically due to non-payment of huge arrear outstanding of Rs. 79509.41.

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 stated that as per billing statement PL and Avg bills are served from 12/2014 to 07/2022 due to defective meter. During the above period the line was physically disconnected from 12/2017 to 10/2020, as PVR submitted by ESO, College Square.

ORDER

27.03.2025

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

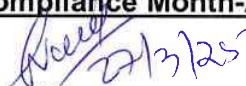
The OP is directed as follows:


- To withdraw the bill from 12/2017 to 10/2020 excluding fixed charges.
- The complainant is directed to pay the balance outstanding arrear as per conditions of supply code, 2019 regulation 144 of OERC.


The case is disposed of accordingly.

Compliance report must be submitted to the Forum by April-25 the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-April-25


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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Dama Naik, At- Dangriguda, Po- Depur, Ps- Bhawanipatna, Dist- Kalahandi.
2. SDO Elect. No. I Bh. patna 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."

GRF BHAWANIPATNA