



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 PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 693^(S)

Dated, the 14.11.2024

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-432/2024																										
2	Complainant/s	Name & Address Sri Bhawani Shankar Naik, At/Po-Gadiajore, Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9040-0102-1286	Contact No. 96687-84589																								
3	Respondent/s	Name Sri Jayanta Kumar Swain AFM, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West Electrical 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 & 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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>																		
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8	Date(s) of Hearing	22.10.2024																										
9	Date of Order	14.11.2024																										
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: Golamunda

Appeared:

1. **For the Complainant** – Sri Bhawani Shankar Naik, At/Po-Gadiajore, Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Jayanta Kumar Swain AFM, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL

Complaint Case No. BPT-432/2024

Sri Bhawani Shankar Naik,
At/Po-Gadiajore,
Ps-Dharamgarh,
Dist.-Kalahandi.

Con. No. 9040-0102-1286

COMPLAINANT

Sri Jayanta Kumar Swain AFM,
Repr. For Sri Aryapran Siladitya Samal,
EE, KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bhawani Shankar Naik, At/Po- Gadiajore, Ps- Dharamgarh, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Golamunda on dt. 22.10.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1.5 KW having consumer no-**9040-0102-1286** under EE, KWED Bhawanipatna
- 2) As complained by the complainant that the bill was generated without power supply from 01/2020 to 10/2024.
- 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 withdraw the false bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, KWED Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 04/11/2024



- 2) Bill details from: 09/2018 to 10/2024
- 3) Date of supply: 30/08/2018
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 1.5 KW
- 6) Meter No – TWSC1066690
- 7) Installed on: 28/10/2024 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED Bhawanipatna as follows:
 - The date of power supply of the consumer is 30.08.2018.
 - As per the report of ESO and PVR submitted by ESO also the report of the JE OLIC Dharamgarh the consumer was billed wrongly without using power supply as the borewell was collapsed from 07/01/2020 to 28/10/2024.
 - As per report of ESO the new meter was changed, and power supply was given on dtd. 28.10.2024.

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 withdraw the bill was generated without power supply.
- The OP submitted that as per the report of ESO and PVR submitted by ESO also the report of the JE OLIC Dharamgarh the consumer was billed wrongly without using power supply as the borewell was collapsed from 07/01/2020 to 28/10/2024.
- As per billing database the provisional/average bill was served from 09/2018 to 10/2024.

ORDER

14.11.2024

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 01/2020 to 10/2024.

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
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Bhawani Shankar Naik, At/Po- Gadijore, Ps- Dharamgarh, Dist- Kalahandi.
2. EE, KWED, Bhawanipatna, 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."