



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/ 341 ⁽⁵⁾

Dated, the 30.05.2024

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-146/2024		
2	Complainant/s	Name & Address Sri Dhanurjaya Tandi, At-Telipalas, Po-Tambchhada, Ps-Dharramgarh, Dist.-Kalahandi.	Consumer No 9040-0102-2049	Contact No. 95838-42371
3	Respondent/s	Name Sri Gupta Prasad Tripathy, Repr. For Sri Loknath Das, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West 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	19.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> 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: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Dhanurjaya Tandi, At-Telipalas, Po-Tambchhada, Ps-Dharramgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, Repr. For Sri Loknath Das, EE KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-146/2024

Sri Dhanurjaya Tandi,
At-Telipalas,
Po-Tambchhada,
Ps-Dharramgarh,
Dist.-Kalahandi.

Con. No.9040-0102-2049

COMPLAINANT

Sri Gupta Prasad Tripathy,
Repr. For Sri Loknath Das,
EE KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dhanuryaya Tandi, At- Talipalash Po-Tambachhada, 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 Dharamgarh on dt. 19.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Irrigation supply with CD of 4 KW having consumer No **9040-0102-2049** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant the provisional bill has raised without 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 withdraw the provisional 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



- 2) Billing Abstract from August 2021 to March 2024
- 3) Date of supply 11/08/2021
- 4) Category: LT/ Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No- TPU001287
- 7) Installed on. NA
- 8) CMR: NA
- 9) Fact of the complainant: Revision of bill
- 10) As written version submitted by EE, KWED, Bhawanipatna as follows:

- As per PVR dtd.16.02.2024 it is stated by ESO No-II Dharamgarh that the site has verified and found that the consumer power supply is not charge till date from supply release date.

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 provisional billing. The OP submitted that As per PVR dtd.16.02.2024 it is stated by ESO No-II Dharamgarh that the site has verified and found that the consumer power supply is not charge till date from supply release date.
- The District Manager OAIC Ltd, Kalahandi has intimated that the LI point of Dhanurjaya Tandi has not charged till date, vide his letter no. 1056, dtd.06.02.2024.

ORDER

30.05.2024

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 08/2021 to 04/2024 & stop the bill generation till charging of power supply.

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- June -24.

B. NAIK
B, NAIK
Co-Opted Member

Co-Opted Member

CRF, Bhawanipatna

Copy to: -

K.K. PATTNAIK
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum

Bhawanipatna

R.K. NAIK
R-K: NAIK
PRESIDENT

PRESIDENT

CRF, Bhawanipatna

1. Sri Dhanuryaya Tandi, At- Talipalash, Po-Tambachhada, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”