



## 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))

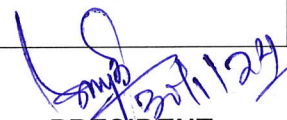
Memo No. GRF/BPT/Order/\_\_\_\_\_ Dated, the \_\_\_\_\_

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 92 /2023		
2	Complainant/s	Name & Address The President Gramya Jala O Parimala Committee Repr. By Subin Das, At-Kumudabahal, P.O-Gopalpur, P.S-Th Rampur, Dist.-Kalahandi.	Consumer No 9040-0108-0788	Contact No. 9937307677
3	Respondent/s	Name Sri Jayanta Kumar Swain D.FM(F&C) Repr. By Sri Lokanath Dash, 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	✓
		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) 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	18.10.2023		
9	Date of Order	30.01.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

  
30.01.24  
MEMBER (Fin.)

**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
30/1/24  
PRESIDENT  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bhawanipatna



Place of Hearing: Kalampur

**Appeared:**

1. **For the Complainant** – The President Gramya Jala O Parimala Committee Repr. By Subin Das, At- Kumudabahal, P.O-Gopalpur, P.S-Th Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Jayanta Kumar Swain D.FM(F&C) Repr. By Sri Lokanath Dash, EE, KWED, Bhawanipatna, TPWODL.

**Complaint Case No. 92/2023**

The President Gramya Jala O Parimala Committee Repr. By Subin Das,  
At- Kumudabahal,  
P.O-Gopalpur,  
P.S-Th Rampur,  
Dist.-Kalahandi.  
**Con. No. 9040-0108-0788**

**COMPLAINANT**

**-Versus-**

Sri Jayanta Kumar Swain D.FM(F&C) Repr. By Sri Lokanath Dash,  
EE, KWED, Bhawanipatna,  
TPWODL,

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Subin Das Represented for President Grama Jala O Parimala Committee Project, At: Kumudabahal, Po: Th. Rampur, Dist. Kalahandi under the territorial and statutory jurisdiction of respondent.

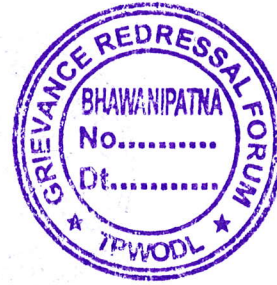
The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for provisional billing from date of power supply of his HT- PWW supply with CD of 3 KW having consumer No. **9040-0108-0788** under EE, KWED, Bhawanipatna.
- 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 provisional billing and serve actual bill.





**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

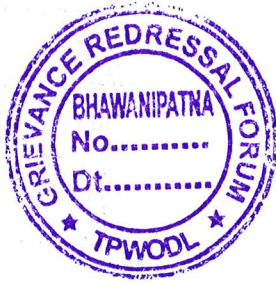
The OP (EE, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) Billing abstract from April-2018 to September-2022.
- 2) The date of supply is 22/04/2017.
- 3) PVR
- 4) Category: HT/ PWW
- 5) Connected Load: 3 KW
- 6) Meter No: WVT03963
- 7) Date of Installation of meter: Not Available
- 8) Fact of complaints: Provisional billing.
- 9) The consumer is complaining about the provisional billing.
- 10) As per written version submitted by EE, KWED, Bhawanipatna that,
  - (i) The consumer was billed on actual basis up to June-2021,
  - (ii) The consumer was billed on provisional basis from July-2021 to September-2022,
  - (iii) The consumer has disconnected from October-2022 and bill stopped. And,
  - (iv) As per PVR submitted by ESO Kalampur that, at the time of verification there is no meter and no connection found at the site.

**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:

- 1) The complainant has reiterated of provisional billing from the date of power supply. The OP submitted that, the consumer was billed on provisional basis up to September-2022, And, the consumer has disconnected from October-2022 and bill stopped. And,
- 2) As per PVR submitted by ESO Kalampur that, at the time of verification there is no meter and no connection found at the site. And
- 3) In additional version of EE, KWED as well as by RWS&S that the pump set was worked for 1 month and due to technical issues, the pump sets was stopped since May- 2017 and the electric supply has been disconnected till today.



**ORDER**  
**30.01.2024**

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 EC, ED, Meter Rent & any other charges from bill raised during 05/2017 to till 12/2023 and levy only fixed charges (as applicable) to the complainant and restoration of power supply to the unit on collecting of reconnection fees and observing any other departmental formalities including proper reckoning of security to be deposited by the complainant.
- The electrical structure, installation and other equipment are to be inspected before reconnection as a precaution to all safety measures.
- All these are to strictly adhered to and restoration of power supply be ensured at an earliest after fulfilment of the above obligations (para-1 & 2).
- A new meter is to be installed in coordination with MRT.

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

**Compliance Month- February-24.**

  
30.01.24

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

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

  
30.01.24

**R.K. NAIK**  
**PRESIDENT**

**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Subin Das Represented for President Grama Jala O Parimala Committee Project, At: Kumudabahal, Po: Th. Rampur, 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.”**