



## 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/ 316<sup>(5)</sup> Dated, the 14.05.2024

**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-108/2024		
2	Complainant/s	Name & Address Sri Sumanta Khamari, At-Churagaon, Po-Bandakana, Ps-Kalampur, Dist.- Kalahandi.	Consumer No 9042-4401-1120	Contact No.
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, 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) <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	06.03.2024		
9	Date of Order	14.05.2024		
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: Kalampur**

**Appeared:**

1. **For the Complainant** – Sri Sumanta Khamari, At-Churagaon, Po-Bandakana, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

**Complaint Case No. BPT-108/2024**

Sri Sumanta Khamari,  
At-Churagaon,  
Po-Bandakana,  
Ps-Kalampur,  
Dist.-Kalahandi.  
Con. No.9042-4401-1120

**COMPLAINANT**

Sri Manoj Kumar Pattnaik,  
SDO Elect. Junagarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sumanta Khamari, AT- Churagaon, P.O- Bandakna, Ps-Kalampur, Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on 06.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.50 KW having consumer No **9042-4401-1120** under SDO Elect. Junagarh.
- 2) As complained by the complainant the provisional bill was raised from 09/2018 to 09/2019.
- 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 provisional bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: NA
- 2) Billing Abstract from 09/2018 to 02/0224
- 3) Date of supply: 05.09.2018
- 4) Category: LT/ DOM



- 5) Connected Load 0.5 KW
- 6) Meter No- WLT174441
- 7) Installed: 24.11.2019 with IMR "1" kWh
- 8) CMR: 6071 kWh
- 9) Meter Status: Disconnected
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
  - The consumer has disputed regarding bills prior to actual supply date i.e.24.11.2019.

#### 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 the consumer has disputed regarding bills prior to actual supply date i.e.24.11.2019. and
- As per billing database the provisional bill was raised from 09/2018 to 10/2019.

#### ORDER

14.05.2024

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 09/2018 to 10/2019 as the consumer was availing power supply from 24.11.2019.
- The complainant is directed to pay the balance arrear after revision of bill along with requisite reconnection fees and restore the 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.**

*Naik*  
*10/5/24*  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

*14.05.24*  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

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

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Sumanta Khamari, AT- Churagaon, P.O- Bandakana, Ps- Kalampur, Dist-Kalahandi
2. SDO Elect. Junagarh, 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."**