



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/ 149⁽⁵⁾

Dated, the 19.03.2024

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-08/2024		
2	Complainant/s	Name & Address Sri Pitabasha Sahoo, At/Po-Kalampur, Ps-Kalampur, Dist- Kalahandi.	Consumer No 9042-4405-0109	Contact No. 99381-65318
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	09.01.2024		
9	Date of Order	19.03.2024		
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 Pitabasha Sahoo, At/Po-Kalampur, Ps-Kalampur, Dist-Kalahandi
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, SDO Elect. Junagarh, TPWODL.

Complaint Case No.BPT-08/2024

Sri Pitabasha Sahoo,
At- Kalampur,
Po- Kalampur,
Dist- Kalahandi.

COMPLAINANT

Con. No. 9042-4405-0109

-Versus-

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

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pitabasha Sahoo, AT/P.O- 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 09.01.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 2 KW having consumer No **9042-4405-0109** under SDO Elect. Junagarh.
- 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 excess 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
- 2) Billing Abstract from October 2002 to November 2023
- 3) Date of supply 12.12.1997
- 4) Category: LT/ DOM
- 5) Connected Load 2 KW

- 6) Meter No- WCV60658
7) Installed
8) CMR: 6071 KwH
9) Facts of the complainant: Revision of bill
10) As written version submitted by SDO Elect. Junagarh as follows:
- The consumer meter status is disconnected as per PVR dtd.31.01.2024.
 - As per PVR dtd. 31.01.2024 of ESO, Kalampur that the consumer is not used electricity from 03/2019 and found disconnected.

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 reiterated for excess billing. The OP stated that the consumer meter status is disconnected as per PVR dtd.31.01.2024.
- 2) As per PVR dtd. 31.01.2024 of ESO, Kalampur that the consumer is not used electricity from 03/2019 and found disconnected.
- 3) As per billing database the actual/provisional bill was served till 11/2023 and the billing status appears Regular.

ORDER

19.03.2024

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

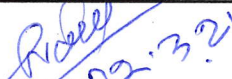
The OP is directed as follows:

- To withdraw the bill from 04/2019 to 11/2023. And reflect billing status as Bill Stopped in billing database.
- The complainant is directed to pay the arrear bill till 03/2019, and if wish to continue the same power supply to the same premises, to pay the requisite reconnection fees along with fix charges from 04/2019 to till date of reconnection.

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- April -24.


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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Pitabasha Sahoo, At/Po- Kalampur, Dist- Kalahandi. Mob No- 99381-65318
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.”

GRF BHAWANIPATNA