



## 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/

451<sup>(G)</sup>

Dated, the

31.07.2024

### 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-269/2024		
2	Complainant/s	Name & Address Sri Tapan Kumar Gahir, At/Po-Chapria, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9043-4313-0059	Contact No. 93480-04335
3	Respondent/s	Name Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, 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	27.06.2024		
9	Date of Order	31.07.2024		
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: Dharamgarh**  
**Appeared:**

1. **For the Complainant** – Sri Tapan Kumar Gahir, At/Po-Chapria, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-269/2024**

Sri Tapan Kumar Gahir,  
At/Po-Chapria,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9043-4313-0059**

**COMPLAINANT**

Sri Gupta Prasad Tripathy,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Tapan Kumar Gahir, AT/ Po- Chapria, Ps- Kegaon, 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. 27.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ General purpose supply with CD of 1 KW having consumer no- **9043-4313-0059** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the provisional/average bill was generated after disconnection of 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/average bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: 04/07/2024
- 2) Bill details from December 2002 to May 2024
- 3) Date of supply 23/11/2002
- 4) Category: LT/General Purpose



- 5) Connected Load 1 KW
- 6) Meter No – 2434523
- 7) Installed on 2/12/2019 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:

- The consumer is compiling about bill revisional during the disconnection period according to PVR ESO Golamunda there is no Power supply and there is no meter found in that premises during inspection. The supply was also disconnected for a long time and shop is not in used.

### 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 is compiling about bill revisional during the disconnection period according to PVR ESO Golamunda there is no Power supply and there is no meter found in that premises during his infection. The supply was also disconnected for a long time and shop is not in used.
- As per billing database the bill was stopped from 04/2018 with arrear amount of Rs. 1435.36. And some abnormal billing was recording 12/2019 to 06/2024.

### ORDER

.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 12/2019 to 06/2024.
- The complainant is directed, to deposit the fixed charges as appropriate prior to reconnection of the power supply along with R/C fee, If wants to reconnect power supply with same consumer number in the same premisses.

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-August-24

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

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

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*R.K. NAIK*  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Tapan Kumar Gahir, AT/ Po- Chapria, Ps- Kegaon, Dist- Kalahandi
2. SDO Elect. Dharamgarh, TPWODL.
3. EE, KWED, Bhawanipatna.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. 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