



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/ 956 Dated, the 29.03.2025

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-90/2025																										
2	Complainant/s	Name & Address Sri Ajit Kumar Behera, At-Dharamgarh (Jagarnath Pada), Po/Ps-Dharamgarh, Dist.-Kalahandi.	Consumer No 9044-4302-0099	Contact No. 90405-84638																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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	19.02.2025																										
9	Date of Order	29.03.2025																										
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 FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Charbahal

Appeared:

1. **For the Complainant** – Sri Ajit Kumar Behera, At-Dharamgarh (Jagarnath Pada), Po/Ps-Dharamgarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-90/2025

Sri Ajit Kumar Behera,
At-Dharamgarh (Jagarnath Pada),
Po/Ps-Dharamgarh,
Dist.-Kalahandi.

Con. No. 9044-4302-0099

COMPLAINANT

Sri Deepak Kumar Behera,
SDO Elect. Charbahal,
TPWODL.

-Versus-

OPPOSITE PARTY

.....

GIST OF THE COMPLAINT:

The complainant consumer Sri Ajit Kumar Behera, At- Dharamgarh, Jagannath Pada, Near 5T School, Po/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 Charbahal on dt. 19.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9044-4302-0099** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the bill was generated on disconnection period from 06/2015 to till date.
- 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 excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: N/A
- 2) Bill details from: N/A
- 3) Date of supply: N/A
- 4) Category: LT/Domestic
- 5) Connected Load N/A
- 6) Meter No – N/A

- 7) Installed on: N/A
- 8) CMR: N/A
- 9) The meter status: N/A
- 10) Facts of the complainant: Bill Dispute
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - Not Available

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.
- Neither the OP has not submitted any written version nor the complainant has submitted any relevant documents regarding disconnection of power supply, the case needs to be dropped.

ORDER

29.03.2025

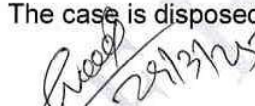
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- Records for date of disconnection of power supply and leased out to a wine shop, could not be submitted by the OP or the complainant, with in the stipulated time, so it is not possible to reach to a conclusion to dispose of the case on merit.

Case is disposed of accordingly. **Case is hereby dropped.**

The case is disposed of accordingly.


B. NAIK
Co-Opted Member


K.K. PATNAIK
MEMBER (Fin.)


R.K. NAIK
PRESIDENT

Copy to: -

1. Sri Ajit Kumar Behera, At- Dharamgarh, JagannathPada, Near 5T School, Po/Ps- Dharamgarh, Dist- Kalahandi.
2. SDO Elect. Charbahal 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."