



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 5586 Dated, the 30.09.2024

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-333/2024																									
2	Complainant/s	Name & Address Sri Dwikrishna Naik, At/Po-Koksara, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-5208-0202	Contact No. 95562-99978																							
3	Respondent/s	Name Sri Deepak Kumar Behara, 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 rowspan="2">✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</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="2">15. Others (Specify) -</td><td></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) -		
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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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>	3. OERC Conduct of Business Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																	
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8	Date(s) of Hearing	13.08.2024																									
9	Date of Order	30.09.2024																									
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: Charbahal

Appeared:

1. **For the Complainant** – Sri Dwitikrishna Naik, At/Po-Koksara, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-333/2024

Sri Dwitikrishna Naik,
At/Po-Koksara,
Ps-Koksara,
Dist.-Kalahandi.

Con. No.9044-5208-0202

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Dwitikrishna Naik, AT/Po- Koksara, Ps- Koksara, 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. 13.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1.50 KW having consumer no- **9044-5208-0202** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the bill was raised during line disconnection period and to permanently close the account.
- 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 bill raised during the disconnection period.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 05/09/2024
- 2) Bill details from November 2002 to July 2024
- 3) Date of supply 19/09/2001



- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No – N/A
- 7) Installed on N/A
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - As per PVR there is no power supply available at site since long years ago.

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 stated that as per PVR there is no power supply available at site since long years ago.
- As per PVR submitted by JE Koksara the house was demolished and now supply not available since long year ago and Sri Tulsi Naik lineman C has sign in PVR report in token up line disconnected since long.
- Neither complainant nor respondent could able to provide any documents regarding date of disconnection of power supply. But both agreed that the power supply to the premises is under disconnection as on date and the house is demolished.
- As per database provisional / average bill were billings served to the consumer from 05/2019 to till date and no payment was made by the consumer during this period.
- So, it is presumed that supply may have been disconnected at any time after 05/2019 but not known to anyone either complainant or respondent.
- However, under regulation 157 of OERC distribution (Condition of supply) code 2019, 2 years provisional/ average bill prior to the month of consumer made PDC that is 07/204 can be withdrawn.

ORDER

30.09.2024

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 07/2022 to 06/2024 as the consumer was declare as PDC consumer on 07/2024 and intimate the final bill to consumer to clear the balance amount.

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-October-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 Dwitikrishna Naik, AT/Po- Koksara, Ps- Koksara, Dist- Kalahandi
2. SDO Elect. Charbahal. 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.”