



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/ 4596 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-251/2024		
2	Complainant/s	Name & Address Sri Khirasindhu Chalan, Repr. By Sri Kailash Chandra Chalan, At-Karlaguda, Po-Temra, Ps-Koksara, Dist.-Kalahandi.	Consumer No 9044-5211-0393	Contact No. 70081-60328
3	Respondent/s	Name Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	✓
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	12.06.2024		
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: Koksara

Appeared:

1. **For the Complainant** – Sri Khirasindhu Chalan, Repr. By Sri Kailash Chandra Chalan, At-Karlaguda, Po-Temra, Ps-Koksara, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

Complaint Case No. BPT-251/2024

Sri Khirasindhu Chalan,
Repr. By Sri Kailash Chandra Chalan,
At-Karlaguda,
Po-Temra, Ps-Koksara,
Dist.-Kalahandi.

Con. No.9044-5211-0393

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Khirasindhu Chalan, Repr. by Sri Kailash Chandra Chalan, AT- Karlaguda, Po- Temra, 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 Koksara on dt. 12.06.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 0.50 KW having consumer no- **9044-5211-0393** under SDO Elect. Charbahal.
- 2) As complained by the complainant the bill was generated without 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 false 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: 10/07/2024
- 2) Bill details from June 2018 to August 2021
- 3) Date of supply 30/05/2018
- 4) Category: LT/Domestic
- 5) Connected Load 0.50 KW



- 6) Meter No – WM311874
- 7) Installed on 29/05/2018 with IMR: "1"
- 8) CMR: N/A,
- 9) The meter status Bill Stopped
- 10) Facts of the complainant: Revision of abnormal bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - As per PVR, consumer supply is not available from May 2018 to till date, consumer want to regularise after revision.

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 as per PVR consumer supply is not available from May 2018 to till date, consumer want to regularise after revision.
- As per billing database the bill was generated from 06/2018 to 06/2020, and since 08/2020 the bill status was stopped.

ORDER **31.07.2024**

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

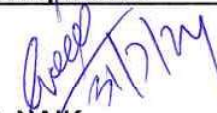
The OP is directed as follows:

- To withdraw the bill from 06/2018 to 06/2020 as the consumer was not availed power supply.
- The complainant is directed to apply new service connection as per regulation 18 of conditions of supply code, 2019 of OERC.

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
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


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


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Khirasindhu Chalan, Repr. By Sri Kailash Chandra Chalan, At-Karlaguda, Po-Temra, 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.”