



## 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/ 4496 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-254/2024		
2	Complainant/s	Name & Address Sri Gopal Chandra Sahu, At/Po-Ampani, Dist.-Kalahandi.	Consumer No 9044-5214-1136	Contact No. 95888-27257
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	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 <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>		
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		

*Ruby*  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

*SM*  
**MEMBER (Fin.)**  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Long*  
**PRESIDENT**  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Koksara  
Appeared:**

1. **For the Complainant** – Sri Gopal Chandra Sahu, At/Po-Ampani, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-254/2024**

Sri Gopal Chandra Sahu,  
At/Po-Ampani,  
Dist.-Kalahandi.

**Con. No. 9044-5214-1136**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Gopal Chandra Sahu, AT/Po- Ampani, Ps- Ampani, 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/ General Purpose supply with CD of 1 KW having consumer no- **9044-5214-1136** under SDO Elect. Charbahal.
- 2) As complained by the complainant the provisional bill was generated during the disconnection period.
- 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 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 January 2022 to May 2024
- 3) Date of supply 06/01/2022
- 4) Category: LT/General Purpose
- 5) Connected Load 1 KW
- 6) Meter No – WHL00114
- 7) Installed on N/A



- 8) CMR: N/A
- 9) The meter status Disconnected
- 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 since supply date-06/01/2022.

### **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 since supply date -06/01/2022.
- As per FIR copy of Koksara P.S that the meter of the name of Ba Akhandalamani campus on 07/03/2022 broke a tree and fell down under said electrical meter and damage.

### **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 01/2022 to 10/2023 as the power supply was not available.
- The complainant is directed, to deposit the fixed charges as appropriate prior to restore of the power supply if wants to restore power supply with same consumer number in the same premises.

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  
CRF, Bhawanipatna

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

  
**R.K. NAIK**  
PRESIDENT

**PRESIDENT**  
CRF, Bhawanipatna

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Sri Gopal Chandra Sahu, AT/Po- Ampani, Ps- Ampani, 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.”**