

## 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)

Dated, the 31.07.2001

Quorum:

Er. Ranjan Kumar Naik

President

Sri Kamala Kanta Pattnaik

Member (Finance)

Sri Bhairaba Naik

Co-Opted Member

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1	Case No.	Complaint Case No. BPT-252/2024						
		Name & Address			Consumer No	Contac	t No.	
2	Complainant/s	Sri Rasik Raj Kand, Repr. By S Prasad Kand, At/Po-Ampani, I Kalahandi.	9044-5215-0074	82492-91445				
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	(TEXA)	2. Billi	ng Disputes √			
		3. Classification/Reclassificat ion of Consumers	3	4. Con Loa				
		5. Disconnection / Reconnection of Supply	F	appa	Illation of Equipment & ratus of Consumer			
		7. Interruptions		8. Mete				
		9. New Connection			lity of Supply & GSOP			
		11. Security Deposit / Interest		& ec	fting of Service Connection quipment's			
		13. Transfer of Consumer Ownership		14.Volt	oltage Fluctuations			
		15. Others (Specify) –						
6	Section(s) of Electricity A	Act, 2003 involved						
7	OERC Regulation(s) with Clauses	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			<del>y</del>			
8	Date(s) of Hearing	12.06.2024						
9	Date of Order	31.07.2024			1)			
10	Order in favour of	Complainant √ Respondent Others						
11	Details of Compensation Nil awarded, if any.							
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CO- OPTED MEMBER

MEMBER Grievance Redressal Forum TOWOOL, Bhawahipatna

MEMBER (Fin.)

CRF, Bhawanipatna

Co-Opted Member CRF, Bhawanipalna



# Place of Hearing: Koksara Appeared:

- 1. For the Complainant Sri Rasik Raj Kand, Repr. By Sri Rudra Prasad Kand, At/Po-Ampani, Dist.-Kalahandi.
- 2. For the Respondent Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

  Complaint Case No. BPT-252/2024

Sri Rasik Raj Kand, Repr. By Sri Rudra Prasad Kand, At/Po-Ampani, Dist.-Kalahandi.

Con. No. 9044-5215-0074

COMPLAINANT

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

**OPPOSITE PARTY** 

#### **GIST OF THE COMPLAINT:**

1. The complainant consumer Sri Rasik Raj Kand, Repr. By Sri Rudra Prasad Kand, At/Po-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 0.5 KW having consumer no- **9044-5215-0074** under SDO Elect. Charbahal.
- 2) As complained by the complainant the provisional/average bill was generated after demolishing of house since 2015.
- 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 was raised since 2015 after demolish of house.

## 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 May 2001 to September 2023
- 3) Date of supply 01/01/1990
- 4) Category: LT/General Purpose
- 5) Connected Load 0.5 KW



- 6) Meter No 317494
- 7) Installed on N/A
- 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 was not available from 2015 to till date.

#### 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 was not avail from 2015 to till date.
- As per billing database the complainant was paid till 03/2015 and the provisional bills were generated till 09/2023 mentioning premisses locked.

### **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 11/2015 to 09/2023.
- > The complainant is directed, if reconnecting the same power supply to the same premises, to deposit the fixed charges as appropriate prior to reconnection of the power supply.

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 PATTNAIK

Co-Opted Member

ance Redressal Forum

PRESIDENT CRF, Bhawanipatna

- oy to: 
  1. Sri Rasik Raj Kand, Repr. By Sri Rudra Prasad Kand, At/Po-Ampani, Dist.-Kalahandi.
- 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."