



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

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

Memo No. GRF/BPT/Order/ 247<sup>(S)</sup>

Dated, the 22.04.2024

**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-105/2024		
2	Complainant/s	Name & Address Sri Harish Chandra Maharana, Repr. By Sri Rajani Kanta Maharana, At- Kadapadar, Po-Dangariguda, Ps- Koksara, Dist.-Kalahandi.	Consumer No 9044-5205-0099	Contact No. 95569-23212
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	<input checked="" type="checkbox"/>
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	21.02.2024		
9	Date of Order	22.04.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

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

*22.04.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Ranjan*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Charbahal

**Appeared:**

1. For the Complainant – Sri Harish Chandra Maharana, Repr. By Sri Rajani Kanta Maharana, At-Kadapadar, Po-Dangariguda, Ps-Koksara, Dist.-Kalahandi.
2. For the Respondent – Sri Deepak Kumar Sahoo, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-105/2024**

Sri Harish Chandra Maharana,  
Repr. By Sri Rajani Kanta Maharana,  
At-Kadapadar,  
Po-Dangariguda, Ps-Koksara,  
Dist.-Kalahandi.  
Con. No.9044-5205-0099

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Harish Chandra Maharana, Repr. by Rajani Kanta Maharana, At- Kadapadar, Po- Dangariguda, 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. 21.02.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1.5 KW having consumer No. **9044-5205-0099** under SDO Elect. Charbahal.
- 2) As complained by the complainant to withdraw the average bill was generated during disconnection period from 03/2020 to 02/2024.
- 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 average bill was generated during disconnection period from 03/2020 to 02/2024.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR dtd. 28.02.24



- 2) Billing Abstract from March 2001 to January 2024
- 3) Date of supply 09.01.2001
- 4) Category: LT/ Dom
- 5) Connected Load 1.50 KW
- 6) Meter No- 144730
- 7) Install on:
- 8) CMR:
- 9) Fact of the complainant: Withdraw the average bill
- 10) As written version submitted by SDO Elect. Charbahal as follows:
  - The consumer is not using this connection from 11.03.2020 and average bill generated.
  - The accumulated bill needs to be withdrawn and consumer want to permanent close this connection.

### **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 withdraw the average bill was generated from 03/2020 to 02/2024. The OP submitted that the consumer is not using this connection from 11.03.2020 and average bill generated. And, the accumulated bill needs to be withdrawn and consumer want to permanent close this connection.

### **ORDER**

**22.04.2024**

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 03/2020 to 03/2024 as the consumer not availing power supply since 11.03.2020.

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- May-24.**

  
22/4/24  
**B. NAIK**  
Co-Opted Member  
CRF, Bhawanipatna

  
22.04.24  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
22/4/24  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
CRF, Bhawanipatna



Copy to: -

1. Sri Harish Chandra Maharana, Repr. by Rajani Kanta Maharana, At- Kadapadar, Po- Dangariguda, Ps- Koksara 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.”**

GRF BHAWANIPATNA