



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/ 8579 Dated, the 28.01.2025
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-489/2024																										
2	Complainant/s	Name & Address Sri Balbinder Singh, Repr. by Sri Harmit Singh Chawda, At-Guru Nanak Nagar Ward No-11, Po-Khariar Road, Ps-Jonk, Dist.-Nuapada.	Consumer No 9063-3104-0131	Contact No.																								
3	Respondent/s	Name Sri Sarthak Nayak J.E, Repr. For Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.	Division Nuapada Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> <td></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="3">15. Others (Specify) -</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	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	20.11.2024																										
9	Date of Order	28.01.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

GRF, Bhawanipatna



Place of Hearing: Nuapada
Appeared:

1. **For the Complainant** – Sri Balbinder Singh, Repr. by Sri Harmit Singh Chawda, At- Guru Nanak Nagar, Ward- 11, Po- Khariar Road, Ps- Jonk, Dist- Nuapada.
2. **For the Respondent** – Sri Sarthak Nayak J.E, Repr. For Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

Complaint Case No. BPT-489/2024

Sri Balbinder Singh,
Repr. by Sri Harmit Singh Chawda,
At- Guru Nanak Nagar, Ward- 11,
Po- Khariar Road, Ps- Jonk,
Dist- Nuapada

Con. No. 9063-3104-0131

COMPLAINANT

Sri Sarthak Nayak J.E
Repr. For Sri Pradipta Kumar Khillar,
SDO Elect. Khariar Road,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Balbinder Singh, Repr. by Sri Harmit Singh Chawda, At- Guru Nanak Nagar, Ward- 11, Po- Khariar Road, Ps- Jonk, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Nuapada on dt. 20.11.24, 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- **9063-3104-0131** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that no supply present from 06/2008 to 12/2024.
- 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 revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) Consumer Complainant Redressal form: 23.11.2024
- 2) Bill details from: 09/2001 to 09/2021



- 3) Date of supply: 10.10.2000
- 4) Category: LT/Domestic
- 5) Connected Load 1.50 KW
- 6) Meter No – N20315
- 7) Installed on: N/A
- 8) CMR: N/A
- 9) The meter status: No meter
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
 - As per PVR report submitted by ESO Khariar Road No-I section that during physical verification it was determine that no meter was found at site of above-mentioned consumer.

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 report submitted by ESO Khariar Road No-I section that during physical verification it was determine that no meter was found at site of above-mentioned consumer.
- As per billing database the provisional bill was served from 06/2008 to 11/2008 and average bill was served from 12/2008 to 10/2016 and power supply was disconnected from 11/2016 to 09/2021 and bill was stopped from 10/2021 to till date. And the complainant was paid last of Rs. 1000/- on dtd. 26.03.2014.

ORDER

28.01.2025

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 11/2014 to 10/2016.
- The complainant is directed to pay the balance outstanding arrear up to 03/2014 along with fixed charges and security deposit as applicable as per regulation of OERC (if wish to reconnect the same power supply to his premises).

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by February-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-February-25


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 Balbinder Singh, Repr. by Sri Harmit Singh Chawda, At- Guru Nanak Nagar, Ward- 11, Po- Khariar Road, Ps- Jonk, Dist- Nuapada
2. EE, Subdivision Khariar Road, 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.”

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