



# 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/ 549<sup>(C)</sup> Dated, the 20.09.2024

**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-340/2024   |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 2  | Complainant/s  | Name & Address<br>Sri Hemanta Herna, At-Khairmal, Po-Salebhata, Ps-Borda, Dist.-Kalahandi.  | Consumer No<br>9033-1307-1087                             | Contact No.<br>63711-52869      |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 3  | Respondent/s   | Name<br>Sri Devi Prasad Dixit,<br>SDO Elect. Kesinga, TPWODL.   | Division<br>Kalahandi East Electrical<br>Division, TPWODL |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 4  | Date of Application                                  |   |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 5  | In the matter of-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td rowspan="9"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td colspan="2">15. Others (Specify) -</td></tr></table> |   |                                 | 1. Agreement/Termination   | 2. Billing Disputes   | <input checked="" type="checkbox"/>                           | 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) - |  |
| 1. Agreement/Termination   | 2. Billing Disputes                                  | <input checked="" type="checkbox"/>   |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>  |   |                                 | 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>                         |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 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                                   | 14.08.2024  |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 9  | Date of Order  | 30.09.2024  |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 10   | Order in favour of                                   | Complainant <input checked="" type="checkbox"/>   | Respondent <input type="checkbox"/>                       | Others <input type="checkbox"/> |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 11   | Details of Compensation awarded, if any.             | Nil   |   |                                 |  |   |   |  |  |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Borda

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kesinga  
Appeared:**

1. **For the Complainant** – Sri Hemanta Herna, At-Khairmal, Po-Salebhata, Ps-Borda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-340/2024**

Sri Hemanta Herna,  
At-Khairmal, Po-Salebhata,  
Ps-Borda,  
Dist.-Kalahandi.

**Con. No. 9033-1307-1087**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Hemanta Herna, AT- Khairmal, Po- Salebhata, Ps-Borda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 14.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Domestic supply with CD of 1 KW having consumer no- **9033-1307-1087** under SDO Elect. Kesinga.
- 2) As complained by the complainant bill was raised without availing 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 revise the excess bill.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

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

- 1) PVR: 11/09/2024
- 2) Bill details from October 2020 to June 2022
- 3) Date of supply 15/12/2019
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – WLT139518
- 7) Installed on 14/12/2019 with IMR: N/A
- 8) CMR: N/A
- 9) The meter status: Ghost Consumer
- 10) Facts of the complainant: Withdrawn of bill.
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Consumer is not availing power supply and subsequently declared as ghost consumer on 06/2022.

### **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 stated that Consumer is not availing power supply and subsequently declared as ghost consumer on 06/2022.
- As per PVR submitted by JE Borda that during physical verification no power supply at site and the consumer has been declared as ghost.

### **ORDER**

**30.09.2024**

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 raised from 12/2019 to 06/2022, as the complainant was neither availing power supply nor a consumer of the licensee.
- The complainant is directed to apply for new service connection in form 1 & 2 specified in rule 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-October-24**

**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

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

MEMBER

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Hemanta Harna, AT- Khairmal, Po- Salebhata, Ps-Borda, Dist- Kalahandi
2. SDO Elect. Kesinga. TPWODL
3. EE, KEED, Bhawanipatna, TPWODL.
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.”**