



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/ 321⁽⁵⁾

Dated, the 30.05.2024

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-116/2024		
2	Complainant/s	Name & Address Smt. Sukumari Behera At- Western Irrigation Colony PO- Bhawanipatna Ps- Bhawanipatna, Dist- Kalahandi.	Consumer No 9035-1401-0132	Contact No. 97775-54209
3	Respondent/s	Name Sri Rejesh Kumar Mishra, SDO Elect. No-I, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	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	1. OERC Distribution (Conditions of Supply) Code, 2019; 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		
8	Date(s) of Hearing	12.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

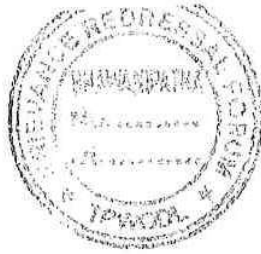
Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Bhawanipatna

Appeared:

1. **For the Complainant** – Smt. Sukumari Behera At- Western Irrigation Colony PO- Bhawanipatna Ps- Bhawanipatna, Dist- Kalahandi.
2. **For the Respondent** – Sri Rejesh Kumar Mishra, SDO Elect. No-I, TPWODL.

Complaint Case No. BPT-116/2024

Smt. Sukumari Behera
At- Western Irrigation Colony
PO- Bhawanipatna
Ps- Bhawanipatna,
Dist- Kalahandi.
Con. No.9035-1401-0132

COMPLAINANT

Sri Rejesh Kumar Mishra,
SDO Elect. No-I,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Sukumari Behera At- Western Irrigation Colony PO- Bhawanipatna Ps- Bhawanipatna, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Bhawanipatna on dt. 12.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 2 KW having consumer no- **9035-1401-0132** under SDO Elect. No- I, Bhawanipatna.
- 2) As complained by the complainant the power supply not released to the govt. quarter allotted to her by SDO, Power House, Sub Division No-I, instead of No Dues Certificate of previous occupant.
- 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 release the power supply to the govt. quarter has allotted to her.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. No. I, Bhawanipatna) in its counter reply and course of hearing submitted as follows:



- 1) PVR: NA
- 2) Bill details from March 2001 to May 2023
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No- LW522666 with IMR: "1"
- 7) CMR: NA
- 8) Facts of the complainant: Release of power supply
- 9) As written version submitted by SDO Elect. No I, Bhawanipatna as follows:
 - The govt. quarter having domestic connection bearing consumer no. 9035 1401 0132 in the name of last occupant Smt. Mayuri Harijan, with CD of 2 KW.
 - As per office record it was disconnected since 09.06.2023 after payment of final bill by Smt. Mayuri Harijan towards her occupation period from 16.03.2001 to 09.06.2023.
 - An outstanding arrear amount of Rs. 10,486.00 was shown against this consumer number before the Govt. quarter occupied by Smt. Mayuri Harijan and arrear amount is neither belongs to her nor to the new occupant Smt. Sukumari Behera. The arrear amount was shown before 03/2001.

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 release of power supply to the govt. quarter has allotted to her. The OP submitted that the govt. quarter having domestic connection bearing consumer no. 9035 1401 0132 in the name of last occupant Smt. Mayuri Harijan, with CD of 2 KW.
- As per office record it was disconnected since 09.06.2023 after payment of final bill by Smt. Mayuri Harijan towards her occupation period from 16.03.2001 to 09.06.2023. And obtained No Dues Certificate.
- An outstanding arrear amount of Rs. 10,486.00 was shown against this consumer number before the Govt. quarter occupied by Smt. Mayuri Harijan and arrear amount is neither belongs to her nor to the new occupant Smt. Sukumari Behera. The arrear amount was shown before 03/2001.

ORDER

30.05.2024

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 release the power supply in the name of Smt. Sukumari Behera with immediate effect.
- To keep the arrear amount of Rs. 10,486.00 in deferred revenue account.
- To communicate with the quarter allotment authority for recovery of the arrear belongs to the persons as per quarter occupancy tenure.

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- June-24.

B. NAIK
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

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

MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Smt. Sukumari Behera, At-Western Irrigation Colony, P.O-Bhawanipatna, Ps-Bhawanipatna, Dist- Kalahandi
2. SDO Elect. No- I, Bhawanipatna, 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."