

# 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/ 351<sup>(5)</sup>

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-157/2024		
2	Complainant/s	Name & Address		Consumer No
		Sri S. Simanchal Dora, At/Po-Purnapada (Near Town High School), Ps-Sadar Bhwanipatna, Dist.-Kalahandi.		9036-1207-0153
3	Respondent/s	Name		Division
		Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.		Kalahandi East Electrical Division, TPWODL
4	Date of Application			
5	In the matter of-	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) -				
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	20.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	✓
11	Details of Compensation awarded, if any.	Nil		

*Waseem*  
30/5/24  
CO-OPTED MEMBER

*RS*  
30.05.24  
MEMBER (Fin.)

*RS*  
PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRIEVANCE REDRESSAL FORUM  
BHAWANIPATNA

Place of Hearing: Charbahal  
Appeared:

1. For the Complainant – Sri S. Simanchal Dora, At/Po-Purnapada (Near Town High School), Ps-Sadar Bhwanipatna, Dist.-Kalahandi.
2. For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-157/2024

Sri S. Simanchal Dora,  
At/Po-Purnapada (Near Town High School),  
Ps-Sadar Bhwanipatna,  
Dist.-Kalahandi.

COMPLAINANT

Con. No.9036-1207-0153

- Versus-

Sri Bijaya Kumar Mahapatra,  
SDO Elect. No-II, Bhaewaniapatna,  
TPWODL.

OPPOSITE PARTY

.....  
GIST OF THE COMPLAINT:

The complainant consumer Sri S. Simanchal Dora, At/PO- Bhawanipatna (Near Town High School), 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 Charbahal on dt. 20.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no- 9036-1207-0153 under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the false bill was raised since 2014 to 03/2023, due to demolish of house.
- 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 false bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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



- 1) PVR dtd. 17.05.2024
- 2) Bill details from March 2001 to February 2023
- 3) Date of supply 01.01.1990
- 4) Category: LT/ Ghost Consumer (28/07/2023)
- 5) Connected Load: 1 KW as per billing database
- 6) Meter No: NA
- 7) Install on: NA
- 8) CMR: NA
- 9) Meter Status: NA
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
  - As per PVR of AOC, section no. II, Bhawanipatna "during physical verification it is found that, the above consumer is not existing at the said premises, there are two other connections are existing vide SC no. 9036-1207-0576 and 9036-1207-0307.
  - The said consumer was not availing power supply from 02/2022 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 withdraw the false bill was raised since the house was demolished in the year 2014. The OP submitted that As per PVR of AOC, section no. II, Bhawanipatna "during physical verification it is found that, the above consumer is not existing at the said premises, there are two other connections are existing vide SC no. 9036-1207-0576 and 9036-1207-0307.
- The said consumer was not availing power supply from 02/2022 to till date.
- As per billing database the SC no. 9036-1207-0307 is in the name of the complainant, w.e.f on dtd. 30/05/2007.
- As per billing database the bill was stopped from 02/2023, and the billing status declared as Ghost consumer on dtd. 28.07.2023.
- As per billing database it appears that on 01/2022 the bill was served on actual meter reading basis, which seems to be a table reading. On 02/2022 onwards provisional bill was served with a remark that "reading not taken".
- As ledger statement appears an amount of Rs. 19417.50 has been adjusted against the consumer account in the month of 07/2023. The outstanding balance is Rs. 390.05.

#### **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 collect of Rs. 390.05 towards final settlement and issue No Dues Certificate.

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.

*Recd 30/5/24*  
B. NAIK  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

*30.05.24*  
K.K. PATNAIK  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*30/5/24*  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri S.Simanchal Dora, AVPO- Bhawanipatna (Near Town High School), Ps-Bhawanipatna, Dist.- Kalahandi
2. SDO Elect. No II, 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."