



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/ 379⁽⁵⁾

Dated, the 11.06.2024

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-199/2024		
2	Complainant/s	Name & Address Sri Krishna Chandra Pradhan, Repr. By Smt Deepika Pradhan, At-Purnapada, Po-Bhawanipatna, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1208-0065	Contact No. 82490-86770
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.	Division 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) 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	16.04.2024		
9	Date of Order	11.06.2024		
10	Order in favour of	Complainant	Respondent	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** – Sri Krishna Chandra Pradhan, Repr. By Smt Deepika Pradhan, At-Purnapada, Po-Bhawanipatna, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-199/2024

Sri Krishna Chandra Pradhan,
Repr. By Smt Deepika Pradhan,
At-Purnapada, Po-Bhawanipatna,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.

Con. No.9036-1208-0065

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Krishna Chandra Pradhan, Repr. By Smt Deepika Pradhan, At- Purunapada, P.O- 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. 16.04.24, 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- **9036-1208-0065** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant to withdraw the bill from 07/2016 to 08/2018, electricity not used by him due to out of station for medical problem.
- 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 bill from 07/2016 to 08/2018.

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
- 2) Bill details from March 2001 to March 2024



- 3) Date of supply 31/01/2000
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- LW096100
- 7) Installed 22/12/2019 with IMR: "1"
- 8) CMR: 12501 Kwh as on 15/05/2024
- 9) Meter status: Ok
- 10) Facts of the complainant: Revision of bill

- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
- The abnormal/ average bill was served to the consumer from 03/2011 to 01/2020 due to defective meter. As per PVR report of joint verification of ESO and AOC electrical section no. II Bhawanipatna it is found that this said consumer along with family had been staying at Mumbai from 07/2016 to 08/2018 from better treatment.

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 bill from 2016 to 2018. The OP submitted that the abnormal/average bill was served to the consumer from 03/2011 to 01/2020 due to defective meter. As per PVR report of joint verification of ESO and AOC electrical section no. II Bhawanipatna it is found that this said consumer along with family had been staying at Mumbai from 07/2016 to 08/2018 from better treatment.
- As certified by the concerned councillor and neighbours that the complainant was suffered in cancer and treatment at Mumbai at Tata Memorial hospital, since 2016 to 2018, during the period his whole family was not staying in his house, and the house was locked.

ORDER
11.06.2024

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 07/2016 to 03/2018 and claim the fixed charges only.


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- July-24.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER

Grievance Redressal Forum
TPWDL, Bhawanipatna

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R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Krishna Chandra Pradhan repr. by Deepika Pradhan, At- Purunapada, P.O- Bhawanipatna, 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."

GRF BHAWANIPATNA