



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/ 373⁽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-197/2024		
2	Complainant/s	Name & Address Late Banmali Behera, At/Po-Kamthana, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.	Consumer No 9036-1318-0108	Contact No. 82606-68372
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) <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	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** – Late Banmali Behera, At/Po-Kamthana, Ps-Sadar Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-197/2024

Late Banmali Behera,
At/Po-Kamthana,
Ps-Sadar Bhawanipatna,
Dist.-Kalahandi.
Con. No.9036-1318-0108

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Late Banamali Behera, Repr. By Sri Bijaya Kumar Behera, At/PO- Kamthana, 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 2 KW having consumer no **9036-1318-0108** under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant provisional/average bill was served from 03/2001 to till date.
- 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 provisional/average 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
- 2) Bill details from March 2001 to June 2022
- 3) Date of supply 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load 2 KW



- 6) Meter No- LW098152
- 7) Installed 21/01/2019 with IMR: "1"
- 8) CMR: 3236 Kwh as on 15/04/2024
- 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/provisional/average bill was served to the consumer from 03/2001 to 05/2004 and 12/2011 to 12/2018 due to defective meter.

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 provisional/average billing. The OP submitted that the abnormal/provisional/average bill was served to the consumer from 03/2001 to 05/2004 and 12/2011 to 12/2018 due to defective meter.
- As per billing database the consumer was billed till 06/2022. And there after the consumer was declared as ghost consumer. But as per the PVR submitted by the concerned ESO & written statement of the SDO, Naktiguda that the consumer meter status is OK & the CMR is "3236" Kwh on 15.04.2024.
- As per billing database adjustment towards ghost consumer of Rs. 6371.73 was credited on dtd. 01.10.2022.

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 revise the bill by way of recasting from 01/2019 to 04/2024 with IMR "0" Kwh on 01/2019 and FMR "3236" Kwh on 04/2024. And serve the actual bill regularly to the complainant.
- To revise the bill from 01/2017 to 12/2018 by taking average consumption of present meter (i.e. IMR "0" Kwh on 01/2019 and FMR "3236" Kwh on 04/2024).
- To withdraw the adjustment towards ghost consumer effect on dtd. 01.10.2022.

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
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
Bhawanipatna



Copy to: -

1. Late Banamali Behera, Repr. By Sri Bijaya Kumar Behera, At/PO- Kamthana, 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