



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/ 8640

Dated, the 28.01.2025

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-18/2025																									
2	Complainant/s	Name & Address Sri Raghunath Mahapatra, Repr. For Late Kanhua Mahapatra, At-Dewansahipada, Po/Ps- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1318-0421	Contact No. 63716-61907																							
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical 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="2">✓</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 & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="2">15. Others (Specify) -</td><td></td></tr></table>			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) -		
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	<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	10.01.2025																									
9	Date of Order	28.01.2025																									
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: Naktiguda
Appeared:

1. **For the Complainant** – Sri Raghunath Mahapatra, Repr. For Late Kanhu Mahapatra, At-Dewansahipada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. Sub-Division No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-18/2025

Sri Raghunath Mahapatra,
Repr. For Late Kanhu Mahapatra,
At-Dewansahipada,
Po/Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No. 9036-1318-0421

COMPLAINANT

Sri Bijaya Kumar Mahapatra,
EE Elect. Sub-Division No-II, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Raghunath Mahapatra Repr. by Sri Kanhu Mahapatra, At-Dewansahebpada, Ps/Po- 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 Naktiguda on dt. 10.01.2025, 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- **9036-1318-0421** under EE, Sub-Division No. II, Bhawanipatna.
- 2) As complained by the complainant that the average bill was served without power supply from 2000 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 excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

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

- 1) PVR: 24/01/2025



- 2) Bill details from: 03/2001 to 12/2021
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – WESCO62294
- 7) Installed on: 13/12/2002 with IMR "0"
- 8) CMR: 0 Kwh as on 21/01/2025 (No meter at the site)
- 9) The meter status: Ghost Consumer
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Sub-Division No. II, Bhawanipatna as follows:
 - Dispute bills of no power supply period from 01/2002 to 12/2021 may be treated as disconnected period as per PVR report submitted by Officer RCM, section no. III Bhawanipatna, so energy bills of the said period may be considered.

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 submitted that Dispute bills of no power supply period from 01/2002 to 12/2021 may be treated as disconnected period as per PVR report submitted by Officer RCM, section no. III Bhawanipatna, so energy bills of the said period may be considered.
- As per billing database the average bill was served from 03/2001 to 12/2021. The Sarapanch has certified that Late Kanhu Charan Mahapatra was residing with his from 2000 and expired in the year 2006 and the house was dilapidated condition. Prasant Kumar Mahapatra's house is situated adjacent to the house of Late Kanhu Charan Mahapatra certified that Late Kanhu Charan Mahapatra was residing from 2000 who expired on in the year 2006 through affidavit

ORDER

28.01.2025

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 01/2002 to 12/2021 as the consumer was not availing power supply.
- The complainant is directed to pay the outstanding arrear bill upto 12/2001 along with fixed charges from 01/2002 to 01/2025 as appropriate as per regulation of OERC (if wish to reconnect the power supply).




The case is disposed of accordingly.

Compliance report must be submitted to the Forum by February-25 the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-February-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Raghunath Mahapatra Repr. for Late Sri Kanhu Mahapatra, At- Dewansahebpada, Ps/Po- Bhawanipatna, Dist- Kalahandi
2. EE, Elect. Sub-Division 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.”