



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 259(S) Dated, the 22.04.2024

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-64/2024		
2	Complainant/s	Name & Address Sri Trilochan Dandasena, Repr. By Sri Iswar Dandasena, At-Chandel, Po-Tukla, Ps-Khariar, Dist.-Nuapada.	Consumer No 9061-2117-0003	Contact No. 99381-89390
3	Respondent/s	Name Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.	Division Nuapada Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	<input checked="" type="checkbox"/>
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	07.02.2024		
9	Date of Order	22.04.2024		
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: Khariar

Appeared:

1. **For the Complainant** – Sri Trilochan Dandasena, Repr. By Sri Iswar Dandasena, At-Chandel, Po-Tukla, Ps-Khariar, Dist.-Nuapada.
2. **For the Respondent** – Sri Nanda Kumar Nag, SDO Elect. Khariar, TPWODL.

Complaint Case No. BPT-64/2024

Sri Trilochan Dandasena,
Repr. By Sri Iswar Dandasena,
At-Chandel, Po-Tukla,
Ps-Khariar,
Dist.-Nuapada.
Con. No.9061-2117-0003

COMPLAINT

Sri Nanda Kumar Nag,
SDO Elect. Khariar
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Trilochan Dandasena, Repr. By Sri Israr Dandasena, At-Chandel, Po-Tukla, Ps-Khariar, Dist.-Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar on dt. 07.02.24, 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 **9061-2117-0003** under SDO Elect. Khariar.
- 2) As complained by the complainant the average bill was raised during his disconnection period from 05/2010 to 03/2018.
- 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 average bill was raised from 05/2010 to 03/2018 during disconnection period.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Khariar.) in its counter reply and course of hearing submitted as follows:



- 1) PVR dtd. 20.02.2024
- 2) Billing Abstract from 03/2001 to 10/2022
- 3) Date of supply 01-Jun-1990
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- LW207074
- 7) Installed on: 23.04.2019 with IMR: "0"
- 8) CMR: Dismental
- 9) Facts of the complainant: Revision of bill and active the status
- 10) As written version submitted by SDO Elect. Khariar. as follows:
 - The consumer is declared as ghost during (5th phase ghost consumer identified out of bill stop/PDC consumer dt.28.09.2023)
 - The consumer has paid Rs. 32,023.00, vide MR No. 65754409022420200001 dtd. 09.02.2024.
 - As per joint verification conducted by the Lineman-A, AoC Khariar-I & ESO-I, Khariar on dt. 19.04.2024 and discussion with Sarpanch, Duhelpada & neighbour of the consumer and found that the statement of the consumer is correct.
 - The S/C is reconnected during 03/2018.

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 of average billing was raised during disconnection period from 05/2010 to 03/2018. The OP submitted that the consumer is declared as ghost during (5th phase ghost consumer identified out of bill stop/PDC consumer dt.28.09.2023)
- The consumer has paid Rs. 32,023.00, vide MR No. 65754409022420200001 dtd. 09.02.2024.
- As per joint verification conducted by the Lineman-A, AoC Khariar-I & ESO-I, Khariar on dt. 19.04.2024 and discussion with Sarpanch, Duhelpada & neighbour of the consumer and found that the statement of the consumer is correct.
- The S/C is reconnected during 03/2018.

ORDER **22.04.2024**

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 05/2010 to 03/2018 only fix charge to claim for the period.
- To install a new meter in the consumer premises in coordination with MRT, and restore the power supply with immediate effect.



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- May-24.


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 Trilochan Dandasena, Repr. By Sri Iswar Dandasena, At-Chandel, Po-Tukla, Ps-Khariar, Dist.-Nuapada.
2. SDO Elect. Khariar, 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.”