



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1059^(S)

Dated, the 30.04.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-208/2025																										
2	Complainant/s	Name & Address Sri Pramod Kumar Bag, At-Bafla, Po-Bhanpur, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1204-0011	Contact No. 97775-06362																								
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, 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>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></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="3">15. Others (Specify) -</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) -		
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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</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</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	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																		
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8	Date(s) of Hearing	29.04.2025																										
9	Date of Order	30.04.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Narla
Appeared:

1. **For the Complainant** – Sri Pramod Kumar Bag, At-Bafla, Po-Bhanpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL, TPWODL,

Complaint Case No. BPT-208/2025

Sri Pramod Kumar Bag,
At-Bafla, Po-Bhanpur,
Ps-Narla,
Dist.-Kalahandi.

Con. No.9034-1204-0011

COMPLAINANT

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pramod Kumar Bag, At- Bafla, Po- Dhanpur, Ps- Narla, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.
The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 29.04.2025, 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- **9034-1204-0011** under SDO Elect. Narla.
- 2) As complained by the complainant excess average bill were served.
- 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 (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29/04/2025
- 2) Bill details from: 10/2001 to 03/2025
- 3) Date of supply: 05/08/2001
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – WLT275610



- 7) Installed on: 30/10/2021 with IMR "0"
- 8) CMR: 5592 KWH on 29/04/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - Bill is to be revised from 01/2018 to 12/2019 by taking new meter average from 01/2020 to 01/2021 as IMR 0 kwh and FRM 1007 kwh.

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 Bill is to be revised.
- As per billing database provisional/average bill was served from 07/2016 to 12/2020. Meter no. LW407017 was installed on dtd 18.12.2019 but entered in database 31.10.2021. After that on 30.10.2021 another meter bearing sl no. WLT275610 was installed.

ORDER

30.04.2025

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 revise the bill from 01/2018 to 12/2019 by taking six months average consumption of present meter (i.e. IMR "4965" Kwh on 10/2024 and FMR "5577" Kwh on 03/2025).

The case is disposed of accordingly.

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

Compliance Month-May-25

B. NAIK
Co-Opted Member

K.K. PATTNAIK
MEMBER (Fin.)

A.K. PATRA
PRESIDENT

Co-Opted Member

MEMBER FIN

PRESIDENT

GRF, Bhawanipatna

GRF, Bhawanipatna

GRF, Bhawanipatna

Copy to:

1. Sri Pramod Kumar Bag, At- Bafra, Po- Dhanpur, Ps- Narla, Dist- Kalahandi.
2. SDO Elect. Narla. 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."