



## 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/ 8135

Dated, the 06.01.2025

**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-507/2024																										
2	Complainant/s	Name & Address Sri Jadumani Baitharu, At-Jurkabhata, Po/Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1204-0743	Contact No. 70083-29609																								
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) 155</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) 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																		
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8	Date(s) of Hearing	13.12.2024																										
9	Date of Order	06.01.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil		Others																								

CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Narla**  
**Appeared:**

1. **For the Complainant** – Sri Jadumani Baitharu, At-Jurkabhata, Po/Ps-Narla, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-507/2024**

Sri Jadumani Baitharu,  
At-Jurkabhata,  
Po/Ps-Narla,  
Dist.-Kalahandi.

**Con. No. 9034-1204-0743**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Jadumani Baitharu, AT- Jurkabhata, Po- Narla, 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. 13.12.24, 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- **9034-1204-0743** under SDO Elect. Narla.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 10/2021.
- 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: 19/12/2024
- 2) Bill details from: 07/2018 to 11/2024
- 3) Date of supply: 28/05/2018
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWB120894
- 7) Installed on: 20/03/2024 with IMR: "0"
- 8) CMR:765 KwH as on 19/12/2024



- 9) The meter status: Ok  
10) Facts of the complainant: Revision of bill  
11) As written version submitted by SDO Elect. Narla as follows:

- As per the report of the ESO, Narla the consumer was billed as suppressed units in the month of 10/2021 to 12/2023. So, we may recast the units from DOS i.e. 05/2018 to 12/2023 by taking IMR 0 KWH and FMR 3115 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 as per the report of the ESO, Narla the consumer was billed as suppressed units in the month of 10/2021 to 12/2023. So, we may recast the units from DOS i.e. 05/2018 to 12/2023 by taking IMR 0 KWH and FMR 3115 KWH.
- As per billing database some bill was raised in high consumption meter reading during the period 05/2018 to 01/2024, which seems suppress meter reading. And bill was served in average basis in the month of 02/2024 & 03/2024.

### **ORDER**

**06.01.2025**

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 recast the bill from 05/2018 to 01/2024 with IMR "0" Kwh on 05/2018 and FMR "3145" Kwh on 01/2024.
- To revise the bill from 02/2024 to 03/2024 by taking 6 months average consumption of present meter (i.e. IMR "0" Kwh on 03/2024 and FMR "536" Kwh on 08/2024).

The case is disposed of accordingly.

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

### **Compliance Month- January-25**

**B. NAIK**  
Co-Opted Member

**K.K. PATTNAIK**  
MEMBER (Fin.)

**R.K. NAIK**  
PRESIDENT

Copy to: -

- Sri Jadumani Baitharu, AT- Jurkabhata, P.O. Narla, Ps- Narla, Dist- Kalahandi
- SDO Elect. Narla. TPWODL
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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."**