



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

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

Memo No. GRF/BPT/Order/ 346<sup>(5)</sup>

Dated, the 30.05.2024

**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-171/2024		
2	Complainant/s	Name & Address Sri Narendra Rana, At-Ratanpur, Po-Tulapada, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1206-0034	Contact No. 70776-79597
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-	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	22.03.2024		
9	Date of Order	30.05.2024		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any)	Nil		

*Naresh*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*30.05.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Naresh*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Narla  
Appeared:**

1. **For the Complainant** – Sri Narendra Rana, At-Ratanpur, Po-Tulapada, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-171/2024**

Sri Narendra Rana,  
At-Ratanpur,  
Po-Tulapada, Ps-Narla,  
Dist.-Kalahandi.

**Con. No.9034-1206-0034**

**COMPLAINANT**

Sri Kamalesh Kumar Pradhan  
SDO Elect. Narla,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Narendra Rana, At- Ratanpur, PO- Tulapada, Ps- Narla Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant appeared and submitted during course of hearing at camp court at Narla on dt. 22.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 0.5 kw having consumer No **9034-1206-0034** under SDO Elect. Narla.
- 2) As complained by complainant abnormal/average billing was raised from 03/2016 to 03/2023.
- 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 dtd. 20.04.2024
- 2) Billing Abstract from August 2002 March 2024
- 3) Date of supply 05/04/2002
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- TPWODL1116864



- 7) Installed on: 22/11/2022 with IMR: "0"
- 8) CMR: 599 Kwh
- 9) Facts of the complainant: Revision of bill
- 10) As written version submitted by SDO Elect. Narla as follows:

- The consumer was billed as round complete in the month of 03/2016 and the consumer was billed as defective meter from 04/2016 to 02/2023.

**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 the consumer was billed as round complete in the month of 03/2016 and the consumer was billed as defective meter from 04/2016 to 02/2023.

**ORDER**  
**30.05.2024**

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 from 02/2016 to 01/2018 by taking six-month average consumption of the present meter (i.e. IMR "160" Kwh on 05/2023 and FMR "418" Kwh on 10/2023).

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- June-24.**

  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna

  
**K.K. PATTAI**  
MEMBER (Fin.)

MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Narendra Rana, At- Ratanpur, PO- Tulapada, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."