



# 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/ 802(5)

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-542/2024																										
2	Complainant/s	Name & Address Sri Dhanurja Sahu, At-Saidaranja, Po-Turki, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-1302-4717	Contact No. 82495-13079																								
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	20.12.2024																										
9	Date of Order	06.01.2025																										
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: M. Rampur**

**Appeared:**

1. **For the Complainant** – Sri Dhanurja Sahu, At-Saidaranja, Po-Turki, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-542/2024**

Sri Dhanurja Sahu,  
At-Saidaranja,  
Po-Turki,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-1302-4717**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Dhanurja Sahu, At-Saidaranja, Po-Turki, Ps-M. Rampur, Dist.-Kalahandi. under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 20.12.24, 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- **9034-1302-4717** under SDO Elect. Narla.
- 2) As complained by the complainant that provisional/average was served from 07/2020 to 10/2024.
- 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: 27/12/2024
- 2) Bill details from: 07/2020 to 11/2024
- 3) Date of supply: 14/05/2019
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – TWST1778852
- 7) Installed on: 27/10/2024 with IMR: "0"
- 8) CMR: 20 Kwh as on 27/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - After verification from the consumer ledger, it is to be found that the following revision proposal to be done.
    - 1) The defective bill from 07/2024 to 10/2024 may be revised by taking average of six months of new meter installed i.e. from 11/2024 to 04/2025.
    - 2) As the suppressed reading was billed in the month of 06/2024, we may recast the reading from 06/2019 to 06/2024 as IMR 0 kwh and FMR 4616 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 after verification from the consumer ledger, it is to be found that the following revision proposal to be done.
  - 1) The defective bill from 07/2024 to 10/2024 may be revised by taking average of six months of new meter installed i.e. from 11/2024 to 04/2025.
  - 2) As the suppressed reading was billed in the month of 06/2024, we may recast the reading from 06/2019 to 06/2024 as IMR 0 kwh and FMR 4616 kwh.
- As per billing database the bill was raised of 3466 units in the month of 06/2024, which seems suppress meter reading. And bill was served in average basis from 07/2024 to 10/2024. And bill revision was taken in place for the period 07/2020 to 02/2024, effect on dtd. 22.04.2024.

### **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 05/2019 to 06/2024 with IMR "0" Kwh on 05/2019 and FMR "4616" Kwh on 06/2024.
- To revise the bill from 07/2024 to 10/2024 by taking six-month average consumption of present meter installed on 27/10/2024.
- To withdraw the earlier bill revision was effect on dtd. 22.04.2024.

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

Co-Opted Member  
CRF, Bhawanipatna

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

**MEMBER**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
CRF, Bhawanipatna

Copy to: -

1. Sri Dhanurja Sahu, At-Saidaranja, Po-Turki, Ps-M. Rampur, 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."**