



# 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/ 280<sup>5</sup>

Dated, the 14.05.2024

**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-112/2024		
2	Complainant/s	Name & Address Sri Ranjit Majhi, At-Sanchiching, Po-Santpur, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1501-0521	Contact No. 98619-86364
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 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) 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		
8	Date(s) of Hearing	07.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	Others
11	Details of Compensation awarded, if any.	Nil	<input checked="" type="checkbox"/>	

*10/5/24*  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*14.05.24*  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*14*  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Chhatikuda

**Appeared:**

1. **For the Complainant** – Sri Ranjit Majhi, At-Sanchiching, Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-112/2024**

Sri Ranjit Majhi,  
At-Sanchiching,  
Po-Santpur, Ps-Narla,  
Dist.-Kalahandi.  
Con. No.9034-1501-0521

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ranjit Majhi, At- Sanchiching, PO- Santpur 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 Chhatikuda on dt.07.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer No - **9034-1501-0521** under SDO Elect. Narla.
- 2) As complained by the complainant an amount of Rs. 86546.00 was billed in the month of 10/2021 and DPS thereon.
- 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 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. 27.03.2024
- 2) Billing Abstract from July 2007 to February 2024
- 3) Date of supply 10.05.2007
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No- WLT191396
- 7) Installed on 27.03.2021 with IMR: "0"
- 8) CMR: 7390 Kwh as on 27.03.2024
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - An amount of Rs. 86546.00 was debited in the month of 09.11.2021 and which is not traceable for which the amount was debited.

### 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 was raised during the month of 10/2021. The OP submitted that an amount of Rs. 86546.00 was debited in the month of 09.11.2021 and which is not traceable for which the amount was debited.
- As per billing database DPS was levied from 10/2021 to 03/2023.
- As per billing database the present meter was installed on 27.03.2021, and entered into database 31.10.2021.
- As per billing database some suppress reading was billed from 03/2021 to 08/2022.

### ORDER 14.05.2024

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 withdraw the amount of Rs. 86546.00, which was wrongly debited in the month of 10/2021.
- To withdraw the DPS amount was levied from 10/2021 to 03/2023.
- To revise the bill by way of recasting from 03/2021 to 08/2022 with IMR "1" Kwh on 03/2021 and FMR "4622" Kwh on 08/2022.

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

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Ranjit Majhi, At- Sanchiching, PO- Santpur 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.”**

GRF BHAWANIPATNA