



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1115⁽⁵⁾

Dated, the 30.07.2025

| | | |
|---------------------------|---|------------------|
| Er. Achyutananda Meher | - | President |
| Sri Kamala Kanta Pattnaik | - | Member (Finance) |
| Sri Bhairaba Naik | - | Co-Opted Member |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|---|---|-------------|---|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BPT-253/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Koutuk Patel, At-Dhurkuti, Po- Chhatikuda, Ps- Narla, Dist.- Kalahandi. | | Consumer No 9034-1501-0760 | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name Sri Kamlesh Kumar Padhan SDO Elect. Narla, TPWODL. | | Division Kalahandi East Electrical Division, TPWODL | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table border="1"> <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) – | | |
| 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 | <table border="1"> <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 | | | | | | | | | | | | | | | | | | |
| 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 | 16.07.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 30.07.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | Others | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | | | | | | | | | | |



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Koutuk Patel, At-Dhurkuti, Po- Chhatikuda, Ps- Narla, Dist.- Kalahandi.
2. **For the Respondent** – Sri Kamlesh Kumar Padhan, SDO Elect. Narla, TPWODL.

.....

GIST OF THE COMPLAINT:

The complainant consumer Sri Koutuk Patel, At-Dhurkuti, Po- Chhatikuda, 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. 16.07.2025, 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- **9034-1501-0760** under SDO Elect. Narla.
- 2) As complained by the complainant that the abnormal billing from 05/2020.
- 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: 16/07/2025
- 2) Bill details from: 08/2011 to 06/2025
- 3) Date of supply: 14.08.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWB604583
- 7) Installed on: 22.01.2024 with IMR "0"
- 8) CMR: 1256 KWH on 16/07/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The consumer was billed as round complete in the month of 05/2020 and the same may be revise by taking average consumption from 06/2020 to 01/2021 as IMR "600" Kwh and FMR "805" Kwh. However, the respondent requested the forum to take appropriate decision as necessary.



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 The consumer was billed as round complete in the month of 05/2020 and the same may be revise by taking average consumption from 06/2020 to 01/2021 as IMR "600" Kwh and FMR "805" Kwh.
- Abnormal bill was served in the month of 05/2020 due to round complete.
- Meter No. TWB604583 had been installed on dtd. 22.01.2024 and the CMR is "805" Kwh as on dtd. 01/2021.
- Bill served during 05/2020 is on pro-rata basis and needs revision.

ORDER

30.07.2025

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:

- The bills served in 05/2020 is to be revised by taking IMR "600" Kwh on 06/2020 and FMR "805" Kwh on 01/2021.

The case is disposed of accordingly.

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

Compliance Month-August-25

B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Koutuk Patel, At-Dhurkuti, Po- Chhatikuda, 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."