



# 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/ 224(S)

Dated, the 05.04.2024

**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-76/2024		Consumer No	Contact No.		
2	Complainant/s	Name & Address Sri Ratnakar Gahir, Repr. By Sri Dileswar Gahir, At-Ratul, Po-Santpur, Ps-Narla, Dist.-Kalahandi.		9034-1501-0989	95565-22026		
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 <u></u>			
				3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>			
				4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>			
				5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>			
				6. Others <u></u>			
8	Date(s) of Hearing	15.02.2024					
9	Date of Order	05.04.2024					
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	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: Narla  
Appeared:

1. **For the Complainant** – Sri Ratnakar Gahir, Repr. By Sri Dileswar Gahir, At-Ratul, Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-76/2024**

Sri Ratnakar Gahir,  
Repr. By Sri Dileswar Gahir,  
At-Ratul,  
Po-Santpur, Ps-Narla,  
Dist.-Kalahandi.  
**Con. No.9034-1501-0989**

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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**GIST OF THE COMPLAINT:**

During the camp court held on 15/02/2024 at Narla Subdivision office, the Complainant Sri Dileswar Gahir (for Ratnakar Gahir) appeared before the Forum for abnormal billing generated with high units from 08/2022 to 10/2022.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding wrong billing generation from 08/2022 to 10/2022 with abnormally high units. He requested to revise the wrong billing as per actual consumption.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (SDO Elect. Khariar) in his counter replay and course of hearing, submitted as follows:

- Date of supply is : 16/04/2015.
- Category : LT/Domestic
- Connected load : 1.00 KW.
- Meter No : TPWODL1059648.
- Date of installation : 12-Jan-2023 with IMR '0'
- Meter CMR : 470 as per PVR dtd 05-Mar-2024.
- Meter status : OK
- Billing abstract : from August-2012 to Jan-2024.
- Fact of the complaint : Bill revision already done for the period 12/2022 to 05/2023. Bill may revise from 11/2019 to 11/2022 by taking six months reading of new meter from 01/2023 to 06/2023.
- As per written version of SDO Elect. Narla



- Consumer was billed as defective from 11/2019 to 06/2022 and 09/2022 to 05/2023.
- A new meter was installed on date 02/08/2022 and units of 3153 was billed in one month i.e. 08/2022 and then declared as defective.

### **OBSERVATIONS/FINDINGS OF THE FORUM**

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement, the forum observed as follow:

- Consumer was aggrieved with excess billing served to him from 08/2022 to 10/2022. Reading of meter, installed on 02/08/2022 having SI No 300017596, was not taken properly. Consumer was served with bill for the month of 08/22 with 3133 units, for the month of 09/22 with 2490 units and for the month of 10/22 with 2154 units. During this 3 months, total amount billed was Rs 49121.56, which seems to be very illogical and inflated. Such absurd billing needs to be withdrawn and revised. Also, from data base it is seen that a bill revision was done on 21/03/2024 from 09/2022 to 12/2022 without considering the wrong billing done in the month of 08/2022.

### **ORDER** **05.04.2024**

Based on the 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 August-2022 to December-2022 taking IMR as '0' on 01/2023 and FMR as '335' on 06/2023.
- To reverse the bill revision done on 21/03/24.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Condition of supply) Code 2019.

Case is disposed of accordingly.

### **Compliance Month- May-24.**

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

*Recd*  
*05/04/24*  
**B. NAIK**  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*05.04.24*  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*05/04/24*  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Ratnakar Gahir Repr. by Dileswar Gahir, At: Ratul, Po: Santpur, Dist-Kalahandi.
2. SDO Elect. Narla
3. Superintending Engineer, Electrical Circle, TPWODL, Bhawanipatna.
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.”**