



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
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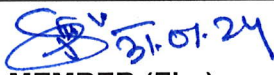
### BENCH:


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

Memo No. GRF/BPT/Order/\_\_\_\_\_ Dated, the \_\_\_\_\_

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

|    |  |  |   |                            |
|----|--|--|---|----------------------------|
| 1  | Case No.                                     | Complaint Case No. 173 /2023   |   |                            |
| 2  | Complainant/s                                | Name & Address<br>Sri Gouranga Thela, Repr. By<br>Dhabaleswar Thela, At-Biswanathpur,<br>P.O-Biswanathpur, P.S-Biswanathpur,<br>Dist.-Kalahandi.   | Consumer No<br>9034-2100-0436                             | Contact No.<br>79786-21296 |
| 3  | Respondent/s                                 | Name<br>Sri Kamalesh Kumar Pradhan,<br>SDO, Elect. Narla, TPWODL.  | Division<br>Kalahandi East Electrical<br>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) 155<br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>6. Others |   |                            |
| 8  | Date(s) of Hearing                           | 17.11.2023   |   |                            |
| 9  | Date of Order                                | 31.01.2024   |   |                            |
| 10 | Order in favour of                           | Complainant  | √ Respondent  | Others                     |
| 11 | Details of Compensation awarded, if any.     | Nil  |   |                            |

  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Biswanathpur

**Appeared:**

1. **For the Complainant** – Sri Gouranga Thela, Repr. By Dhableswar Thela, At-Biswanathpur, P.O-Biswanathpur, P.S-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO, Elect. Narla, TPWODL.

**Complaint Case No. 173/2023**

Sri Gouranga Thela, Repr. By Dhableswar Thela,  
At-Biswanathpur,  
P.O-Biswanathpur,  
P.S-Biswanathpur,  
Dist.-Kalahandi.  
**Con. No. 9034-2100-0436**

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Gouranga Thela, At: Biswanathpur, Po/P. S- Biswanathpur, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court 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. **9034-2100-0436** under SDO Narla.
- 2) 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 Narla) in its counter reply and course of hearing submitted as follows:

- 1) Billing Abstract from December-2003 to November-2023
- 2) PVR



- 3) Date of supply: 29/11/2003
- 4) Category: LT/ DOM
- 5) Connected Load: 0.5 KW
- 6) Meter No: 300042404
- 7) Installed on. 23.01.2023.
- 8) CMR: 1171 KwH on dtd. 11.12.2023
- 9) As per written version submitted by SDO Narla as follows:
  - The consumer was billed as 815 units in the month of 12/22 and provisional/average bill from 06/22 to 11/22 was not yet adjusted.

### **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 abnormal billing. The OP submitted that in the consumer was billed as 815 units in the month of 12/22 and provisional/average bill from 06/22 to 11/22 was not yet adjusted.

### **ORDER** **31.01.2024**

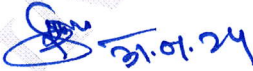
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To revise the bill from 06/2022 to 12/2022 by taking six-month average consumption of new meter installed on 23.01.2023 (i.e. IMR "0" KwH on 01/23 and FMR "616" KwH on 06/2023).

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

### **Compliance Month- February-24.**

  
K.K. PATTNAIK  
MEMBER (Fin.)

Member (Fin.)  
GRF, Bhawanipatna

Copy to:-

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

3. Sri Gouranga Thela, At: Biswanathpur, Po- Biswanathpur, Dist.- Kalahandi.
4. SDO Narla, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."**



1-11-2011  
11:00 AM