



## 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/ 255<sup>(CS)</sup>

Dated, the 22.04.2024

**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-87/2024		
2	Complainant/s	Name & Address Sri Ganeswar Thela, At/Po- Biswanathpur, Ps-Biswanathpur, Dist- Kalahandi.	Consumer No 9034-2100-1262	Contact No. 95567-71833
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 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	17.02.2024		
9	Date of Order	22.04.2024		
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: Lanjigarh Road**

**Appeared:**

1. **For the Complainant** – Sri Ganeswar Thela, At/Po-Biswanathpur, Ps-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-87/2024**

Sri Ganeswar Thela,  
At/Po-Biswanathpur,  
Ps-Biswanathpur,  
Dist.-Kalahandi.  
**Con. No.9034-2100-1262**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ganeswar Thela, At/Po-Biswanathpur, Ps-Biswanathpur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Lanjigarh Road on dt.17.02.24 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. **9034-2100-1262** under SDO Elect. Narla.
- 2) As complained by the complainant to revise the abnormal billing from 01/2021 to 12/2023.
- 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 abnormal 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.29.02.2024
- 2) Billing Abstract from January 2021 to February 2024
- 3) Date of supply 15.11.2020
- 4) Category: LT/ Dom
- 5) Connected Load 1 KW



- 6) Meter No- WLT137297
- 7) Installed on 17.03.2023 with IMR: "5345" Kwh
- 8) CMR: 6231 Kwh as on 29.02.2024
- 9) Fact of the complainant: There is no scope of bill revision.
- 10) As written version submitted by SDO Elect. Narla as follows:
  - The consumer bill was already revised as per GRF order no. 172/2023.

### **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. As per OP submitted that the consumer bill was already revised as per GRF order no. 172/2023.
- As per billing data base the bill revision has effect on dtd. 14.03.2024 & the complainant will get the revised bill in next billing cycle.
- As per billing database it appears that at the time of meter change on dtd. 17.03.2023 the new meter Kwh was "5345".

**ORDER**  
**22.04.2024**

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:

- In partial modification of the order dtd. 31.01.2024 against CC no. 172/2023, to recast the bill from 03/2023 to 12/2023 with IMR "5345" Kwh on 03/2023 and FMR "6340" Kwh on 03/2024.
- To withdraw the earlier bill revision towards recast the bill from 03/2023 to 12/2023 with IMR "0" Kwh on 03/2023 and FMR "6033" Kwh on 12/2023.

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- May-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 Ganeswar Thela, At/P O- Biswanathpur, Ps- Biswanathpur, 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."**