



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1072<sup>CS</sup> Dated, the 31.05.2025

**Quorum:** Er. Anil Kumar Patra - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-211/2025																										
2	Complainant/s	Name & Address Sri Debendra Pradhan, At-Balabhadrapur, Po-Lanjigarh, Ps-Lanjigarh, Dist.-Kalahandi.	Consumer No 9034-2110-0280	Contact No. 99372-73716																								
3	Respondent/s	Name Sri Rudra Narayan Sahu (J.E), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><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																		
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8	Date(s) of Hearing	06.05.2025																										
9	Date of Order	31.05.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (FIN)  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Biswanathpur  
Appeared:**

1. For the Complainant – Sri Debendra Pradhan, At-Balabhadrapur, Po-Lanjigarh, Ps-Lanjigarh, Dist.-Kalahandi.
2. For the Respondent – Sri Rudra Narayan Sahu (J.E), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL, TPWODL,  
**Complaint Case No. BPT-211/2025**

Sri Debendra Pradhan,  
At-Balabhadrapur, Po-Lanjigarh,  
Ps-Lanjigarh,  
Dist.-Kalahandi.

**Con. No.9034-2110-0280**

**COMPLAINANT**

Sri Rudra Narayan Sahu (J.E),  
Repr. For Sri Kamalesh Kumar Pradhan,  
SDO Elect. Narla,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Debendra Pradhan, At- Balabhadrapur, Po/Ps- Lanjigarh, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Biswanathpur on dt. 06.05.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/General Purpose supply with CD of 1 KW having consumer no- **9034-2110-0280** under SDO Elect. Narla.
- 2) As complained by the complainant the category from LT/GP to LT/Domestic to be changed as the power supply is availing for domestic purpose.
- 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: 09/05/2025
- 2) Bill details from: 09/2014 to 03/2025
- 3) Date of supply: 01/04/2014
- 4) Category: LT/General Purpose
- 5) Connected Load 1 KW



- 6) Meter No – TW020201197
- 7) Installed on: 01/04/2022 with IMR "0"
- 8) CMR: 6934 KWH on 09/05/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - As per the report of the ESO, Biswanathpur the consumer is availing power supply in domestic purpose from 01/2020 to till date. So, we may revise the bill from 01/2020 to 03/2025 in domestic tariff and should change the category from commercial to domestic.

### **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 as per the report of the ESO, Biswanathpur the consumer is availing power supply in domestic purpose from 01/2020.
- As per billing database the bill has been served as LT/GP category from 04/2014, but the consumer has availed the power supply for domestic purpose.

### **ORDER**

**31.05.2025**

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:

- To revise the bill from LT/GP to LT/Domestic from 01/2020 to 04/2025.
- To serve the bill in LT/Domestic category from 04/2025 onwards.

The case is disposed of accordingly.

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

### **Compliance Month-June-25**

*31/5/25*  
**B. NAIK**  
Co-Opted Member

*[Signature]*  
**K.K. PATTNAIK**  
MEMBER (Fin.)

*31-5-25*  
**A.K. PATRA**  
PRESIDENT

**Co-Opted Member**  
**GRF, Bhawanipatna**

**MEMBER FIN**  
**GRF, Bhawanipatna**

**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to,

1. Sri Debendra Pradhan, At- Balabhadrapur, Po/Ps- Lanjigarh, 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: Bhoynagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**