



# 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/ 795

Dated, the 06.01.2025

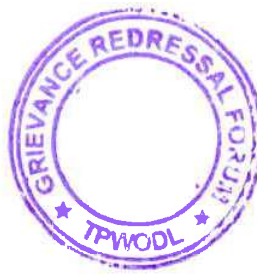
**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-555/2024																										
2	Complainant/s	Name & Address Sri Panchu Sahu, Repr. By Sri Jugeswar Sahu, At/Po-Akatara, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2301-0113	Contact No. 99385-98978																								
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-	<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 <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <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>																		
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8	Date(s) of Hearing	20.12.2024																										
9	Date of Order	06.01.2025																										
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: M. Rampur**  
**Appeared:**

1. **For the Complainant** – Sri Panchu Sahu, Repr. By Sri Jugeswar Sahu, At/Po- Akatara, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-555/2024**

Sri Panchu Sahu,  
Repr. By Sri Jugeswar Sahu,  
At/Po-Akatara,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2301-0113**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Panchu Sahu Repr. by Sri Jogeswar Sahu, AT/Po- Akatara, Ps- M. Rampur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at M. Rampur on dt. 20.12.24, 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- **9034-2301-0113** under SDO Elect. Narla.
- 2) As complained by the complainant that the average bills were served from 02/2018 to 12/2019.
- 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: 23/12/2024
- 2) Bill details from: 02/2001 to 11/2024
- 3) Date of supply: 01/01/1990
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – WHL002572
- 7) Installed on: 03/01/2022 with IMR: "0"



8) CMR: 6221 Kwh as on 23/12/2024

9) The meter status: Ok

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Narla as follows:

- After verification from the consumer ledger, it is to be found that the following revision proposal to be done.
  1. The defective bill 01/2018 to 12/2019 may be revised by taking average of six months of new meter installed in the month of 01/2020.
  2. We may recast the reading from 01/2020 to 10/2021 as IMR "0" Kwh and FMR "1778" Kwh as 1158 units was billed in the month of 10/2021.
  3. The defective bill in the month of 11/2021 may be revised by taking average of six months of new meter i.e. from 01/2022 to 12/2022 as IMR "0" Kwh and FMR "2300" Kwh.

#### **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 after verification from the consumer ledger, it is to be found that the following revision proposal to be done.
  1. The defective bill 01/2018 to 12/2019 may be revised by taking average of six months of new meter installed in the month of 01/2020.
  2. We may recast the reading from 01/2020 to 10/2021 as IMR "0" Kwh and FMR "1778" Kwh as 1158 units was billed in the month of 10/2021.
  3. The defective bill in the month of 11/2021 may be revised by taking average of six months of new meter i.e. from 01/2022 to 12/2022 as IMR "0" Kwh and FMR "2300" Kwh.
- As per billing database the bill was served in average basis from 06/2013 to 12/2019. Meter no. LW507168 was replaced during 01/2020, and 1158 units was billed in the month of 10/2021 which seems to be suppress meter reading.

#### **ORDER**

**06.01.2025**

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 01/2018 to 12/2019 taking IMR "0" Kwh on 01/2020 and FMR "62" Kwh as on 08/2020. And, revise the bill for the month of 11/2021 by taking average consumption from 01/2023 to 06/2023 (i.e. IMR "2300" Kwh on 01/2023 and FMR "3337" Kwh on 06/2023).
- To recast the bill from 01/2020 to 10/2021 with IMR "0" Kwh on 01/2020 and FMR "1778" Kwh as on 10/2021.



The case is disposed of accordingly.

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

**Compliance Month- January-25**

*6/1/25*  
**B. NAIK**  
**Co-Opted Member**

*Co-Opted Member*  
*CRF, Bhawanipatna*

*8/1/25*

**K.K. PATTNAIK**  
**MEMBER (Fin.)**

**MEMBER**

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

*6/1/25*

**R.K. NAIK**  
**PRESIDENT**

*PRESIDENT*  
*CRF, Bhawanipatna*

Copy to: -

1. Sri Panchu Sahu Repr. by Sri Jogeswar Sahu, AT/Po- Akatara, Ps- M. Rampur, 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."**