



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

## BENCH:

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

Memo No. GRF/BPT/Order/ 7929

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-559/2024																										
2	Complainant/s	Name & Address Smt Nalita Rana, Repr. By Sri Dolamani Rana, At-Jhariagubha, Po-Turchi, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2303-0016	Contact No. 97776-16004																								
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) 155</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) 155	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	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** – Smt Nalita Rana, Repr. By Sri Dolamani Rana, At-Jhariagubha, Po-Turchi, Ps-M. Rampur, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-559/2024**

Smt Nalita Rana,  
Repr. By Sri Dolamani Rana,  
At-Jhariagubha, Po-Turchi,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2303-0016**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Nalita Rana Repr. by Sri Dalamani Rana, AT-Jhaliagobha, Po- Turchi, 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 0.04 KW having consumer no- **9034-2303-0016** under SDO Elect. Narla.
- 2) As complained by the complainant that excess bill was served in the month 09/2017.
- 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: 24/12/2024
- 2) Bill details from: 01/2013 to 11/2024
- 3) Date of supply: 02/10/2012
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW



- 6) Meter No – TWSP51226274
- 7) Installed on: 11/12/2024 with IMR: "0"
- 8) CMR: 0 Kwh as on 24/12/2024
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill

- 1) 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 provisional bill from 04/2021 to 04/2022 may be revised by taking average of six months of new meter installed i.e. from 10/2021 to 05/2022 as IMR 0 kwh and FMR 461 kwh.
    - 2) We may recast the reading the meter from 10/2012 to 03/2021 as IMR 0 kwh and FMR 2097 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 stated that after verification from the consumer ledger, it is to be found that the following revision proposal to be done.
  - 1) The provisional bill from 04/2021 to 04/2022 may be revised by taking average of six months of new meter installed i.e. from 10/2021 to 05/2022 as IMR 0 kwh and FMR 461 kwh. And recast the reading the meter from 10/2021 to 03/2021 as IMR 0 kwh and FMR 2097 kwh.
- As per billing database some bill was raised high consumption meter reading during the period from 10/2012 to 03/2021, which seems suppress meter reading. And the bill was raised in provisional basis from 04/2021 to 04/2022. And bill revision towards defective period assessment for the period 04/2021 to 10/2021 and delay meter updating for the period 10/2021 to 04/2022 was taken in place, effect on dtd. 02.05.2023 & 17.05.2022 respectively.

#### **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 recast the bill from 10/2012 to 03/2021 with IMR "0" Kwh on 10/2012 and FMR "2097" Kwh on 03/2021.
- To revise the bill from 04/2021 to 04/2022 by taking six-month average consumption of meter no. WLT284606 (i.e. IMR "430" Kwh on 05/2022 and FMR "526" Kwh on 10/2022).
- To withdraw the earlier bill revision was effect on 02.05.2023 & 17.05.2022.



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**

  
**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. Smt. Nalita Rana Repr. by Sri Dolamani Rana, AT-Jhaliagobha, Po- Turchi, 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."**