



# 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/ 791

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-556/2024																										
2	Complainant/s	Name & Address Smt Banita Sahu, Repr. By Sri Mohit Sahu, At-Sitarampali, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2309-0178	Contact No. 81146-55186																								
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

MEMBER (Fin.)  
MEMBER

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bhawanipatna



**Place of Hearing: M. Rampur**  
**Appeared:**

1. **For the Complainant** – Smt Banita Sahu, Repr. By Sri Mohit Sahu, At-Sitarampali, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-556/2024**

Smt Banita Sahu,  
Repr. By Sri Mohit Sahu,  
At-Sitarampali, Po-Bamak,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2309-0178**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Banita Sahu Repr. by Sri Mohit Sahu, AT- Sitarampali, Po- Bamak, 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/DOM supply with CD of 1 KW having consumer no- **9034-2309-0178** under SDO Elect. Narla.
- 2) As complained by the complainant that the average bill was raised from 04/2018 to 11/2024.
- 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 average 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: 27/12/2024
- 2) Bill details from: 03/2015 to 11/2024
- 3) Date of supply: 17.03.2015
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – 2197368



- 7) Installed on: 17.03.2015 with IMR: "0"
- 8) CMR: 2373 Kwh as on 27.12.2024
- 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 consumer was billed as defective from 04/2018 to till date instead of meter is running actual.
    2. So, we may recast the bill from 04/2018 to 12/2024 by taking IMR "603" Kwh and FMR "2373" Kwh and reading to be reset as 2373 Kwh in the month of 12/2024

#### **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.
  - The consumer was billed as defective from 04/2018 to till date instead of meter is running actual.
- As per billing database the average bill was served from 04/2018 to 11/2024, As per version of the SDO, Narla the meter is running in actual, and the CMR is "2373" Kwh on 27.12.2024.

#### **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 04/2018 to 12/2024 with IMR "603" Kwh on 04/2018 and FMR "2373" Kwh on 12/2024.

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  
OER, Bhawanipatna

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWOL, Bhawanipatna

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
OER, Bhawanipatna



Copy to: -

1. Smt. Banita Sahu Repr. by Sri Mohit Sahu, AT- Sitarampali, Po- Bamak, 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."**

GRF BHAWANIPATNA