



# 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/ 2225

Dated, the 05.04.2024

**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-70/2024		
2	Complainant/s	Name & Address Sri Salaman Naik, Repr. By Sri Danial Naik, At-Sikuli, Po-Dudkaranja, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2312-0268	Contact No. 77355-64164
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) 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		
8	Date(s) of Hearing	15.02.2024		
9	Date of Order	05.04.2024		
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: Narla

**Appeared:**

1. **For the Complainant** – Sri Salaman Naik, Repr. By Sri Danial Naik, At-Sikuli, Po-Dudkaranja, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-70/2024**

Sri Salaman Naik,  
Repr. By Sri Danial Naik,  
At-Sikuli,  
Po-Dudkaranja,  
Ps-M. Rampur,  
Dist.-Kalahandi.  
Con. No. 9034-2312-0268

**COMPLAINT**

-Versus-

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

During the camp court held on 15/02/2024 at Narla Subdivision office, the Complainant Sri Daniel Naik (for Salaman Naik) appeared before the Forum for abnormal billing generated for 7400 units in the month of October-2020.

**SUBMISSION OF COMPLAINANT DURING HEARING:**

The complainant reiterated his complaint regarding wrong billing generation in October-2020 with 7400 units amounting to Rs 44966.67 in a single month. He requested to revise the wrong billing as per actual consumption.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING:**

The OP (SDO Elect. Khariar) in his counter replay and course of hearing, submitted as follows:

- Date of supply is : 07/03/2012.
- Category : LT/Domestic
- Connected load : 0.04 KW
- Meter No : TPWODL1023570
- Date of installation : 26-Jan-2022 with IMR '0'
- Meter CMR : 2658 as per PVR dtd 29-Feb-2024.
- Meter status : OK
- Fact of the complaint : Bill revision required from 09/2020 to 01/2021 with IMR 2600 and FMR 2700
- Billing abstract : from August-2012 to Jan-2024.
- As per written version of SDO Elect. Narla



- In the month of 10/2020, the consumer was wrongly billed with 'R' code for 7400 units.
- As meter reader was given meter reading as 0 units in the month of 10/2020, bill was generated by taking (10000-2600) i.e. 7400 units

### OBSERVATIONS/FINDINGS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement, the forum observed as follow:

- Consumer was aggrieved with excess billing done in the month of October-2020 for 7400 units. A meter having SI No 0328623 was installed on 29/09/2020 with IMR '2600'. In the month of October-2020, meter reader put '0' reading with 'R' code wrongly. As a result, bill for the month of October-2020 was generated for 7400 units (i.e. 10000-2600) amounting to Rs 44966.67. Such absurd billing needs to be withdrawn and revised.

### ORDER 05.04.2024

Based on the 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 of October-2020 taking IMR as '2600' on 09/20202 and FMR as '2700' on 01/2021.
- The complainant is directed to pay the bill as decided by the licensee as per regulation 144 of OERC Distribution (Condition of supply) Code 2019.

Case is disposed of accordingly.

Compliance Month- May-24.

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

*Naik*  
*5/4/24*  
**B. NAIK**  
**CO-OPTED MEMBER**

Co-Opted Member  
Bhawanipatna

*05.04.24*  
**K.K. PATNAIK**  
**MEMBER (Fin.)**  
**MEMBER**

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Naik*  
*5/4/24*  
**R.K. NAIK**  
**PRESIDENT**

PRESIDENT  
GRF, Bhawanipatna

1. Sri Salaman Naik, Repr. by Daniel Naik, At. Sikul, Po. Dudkaranja, Dist-Kalahandi.
2. SDO Elect. Narla
3. Superintending Engineer, Electrical Circle, TPWODL, Bhawanipatna.
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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**