



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 1091^(S) Dated, the 26.06.2025

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-230/2025																										
2	Complainant/s	Name & Address Smt Nalita Majhi, Repr. By Sri Lakshmana Majhi, At-Dutta, Po-Salepali, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2313-0423	Contact No. 78945-54283																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	06.06.2025																										
9	Date of Order	26.06.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any	Nil		Others																								

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: M. Rampur

Appeared:

1. **For the Complainant** – Smt Nalita Majhi, Repr. By Sri Lakshmana Majhi, At-Dutta, Po-Salepali, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL, TPWODL,

Complaint Case No. BPT-230/2025

Smt Nalita Majhi,
Repr. By Sri Lakshmana Majhi,
At-Dutta, Po-Salepali,
Ps-M. Rampur,
Dist.-Kalahandi.

Con. No.9034-2313-0423

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 Majhi, Repr. by Sri Lakshmana Majhi, At- Dutta, Po- Salepali, 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 Kesinga on dt. 06.06.2025, 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- **9034-2313-0423** under SDO Elect. Narla.
- 2) As complained by the complainant that the 1st bill was issued 5819 units on 01/2025.
- 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: 09/06/2025
- 2) Bill details from: 01/2025 to 05/2025
- 3) Date of supply: 27/03/2024 (As per FG)
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – 5004660
- 7) Installed on: 27/03/2024 with IMR “0”
- 8) CMR: 6115 KWH on 09/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per the PVR of ESO, M. Rampur the consumer was used the power supply from 01/03/2020 but supply date in FG is 27/03/2024, So we may recast from 03/2020 to 04/2025 by taking IMR 0 and FMR 6115 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 as per the PVR of ESO, M. Rampur the consumer was used the power supply from 01/03/2020 but supply date in FG is 27/03/2024.
- As per billing database the 1st bill was raised 5819 units in the month of 01/2025. Whereas the date of power supply was 01.03.2020.

ORDER

26.06.2025

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 03/2020 to 05/2025 by taking IMR “0” Kwh on 03/2020 and FMR “6115” Kwh on 05/2025.


The case is disposed of accordingly.

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

Compliance Month-July-25


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Co-Opted Member
GRF, Bhawanipatna

Copy to:

1. Smt. Nalita Majhi Repr. by Sri Lakshamana Majhi, At- Dutta, Po- Salepali, 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.