



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/ 817^W

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-549/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Raghava Barik, Repr. By Sri Debangya Barik, At-Bhatel, Po-Sergarh, Ps-Narla, Dist.-Kalahandi.	9034-2315-0339	78945-47424
3	Respondent/s	Name	Division	
		Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	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	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 Raghaba Barik, Repr. By Sri Debangya Barik, At-Bhatel, Po-Sergarh, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-549/2024

Sri Raghaba Barik,
Repr. By Sri Debangya Barik,
At-Bhatel,
Po-Sergarh,
Ps-Narla,
Dist.-Kalahandi.

Con. No. 9034-2315-0339

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Raghaba Barik Repr. by Sri Debangya Barik, AT- Bhatel, Po- Sergarh, Ps- Narla, 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- **9034-2315-0339** under SDO Elect. Narla.
- 2) As complained by the complainant that some bill was raised in high consumption from 12/2011 to 01/2023.
- 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: 02/2001 to 11/2024
- 3) Date of supply: 01/01/1990



- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TW02034181
- 7) Installed on: 12/02/2023 with IMR: "0"
- 8) CMR: 1296 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:

- As the consumer has billed suppressed reading units from the month of 01/2022 to 05/2022, we may recast the reading from 12/2011 to 01/2023 i.e. IMR 0 kwh and FMR 8790 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 the consumer has billed suppressed reading units from the month of 01/2022 to 05/2022.
- As per billing database some bill was raised in high consumption during the period from 12/2011 to 01/2023, which seems 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 recast the bill from 12/2011 to 01/2023 with IMR "0" Kwh on 12/2011 and FMR "8790" kwh on 01/2023.

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
CNP, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna


R.K. NAIK
PRESIDENT
PRESIDENT
CNP, Bhawanipatna



Copy to: -

1. Sri Raghava Barik Repr. by Sri Debangya Barik, AT- Bhatel, Po- Sergarh, Ps- Narla, 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.”