



## 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/ 794

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-557/2024																										
2	Complainant/s	Name & Address Smt Sindura Majhi, Repr. By Sri Raja Majhi, At-Bhatel, Po-Sergarh, Ps-Narla, Dist.- Kalahandi.	Consumer No 9034-2315-0722	Contact No. 99374-58012																								
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  
Kalahandi, Odisha

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



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

1. **For the Complainant** – Smt Sindura Majhi, Repr. By Sri Raja Majhi, At-Bhatel, Po-Sergarh, Ps-Narla, Dist.-Kalahandi.
  2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.
- Complaint Case No. BPT-557/2024**

Smt Sindura Majhi,  
Repr. By Sri Raja Majhi,  
At-Bhatel, Po-Sergarh,  
Ps-Narla,  
Dist.-Kalahandi.

**Con. No. 9034-2315-0722**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Sindura Majhi Repr. by Sri Raja Majhi, 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 0.04 KW having consumer no- **9034-2315-0722** under SDO Elect. Narla.
- 2) As complained by the complainant that abnormal bill was served in the month of 12/2023 & 06/2024.
- 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 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: 01/2022 to 11/2024
- 3) Date of supply: 17/04/2019
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWST1801505



- 7) Installed on: 03/09/2024 with IMR: "0"
- 8) CMR: 07 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 defective bill from 01/2024 to 06/2024 may be revised by taking average of six months of new meter installed i.e. from 09/2024 to 02/2025.
  - 2) We may recast the reading the meter from 04/2019 to 12/2023 as IMR 0 kwh and FMR 1231 kwh as 1090 units was billed in the month of 12/2023.

#### **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 after verification from the consumer ledger, it is to be found that the following revision proposal to be done.
  - 1) The defective bill from 01/2024 to 06/2024 may be revised by taking average of six months of new meter installed i.e. from 09/2024 to 02/2025.
  - 2) We may recast the reading the meter from 04/2019 to 12/2023 as IMR 0 kwh and FMR 1231 kwh as 1090 units was billed in the month of 12/2023.
- As per billing database an unit of "1090" bill was served in the month of 12/2023 which seems to be suppressed meter reading. And from 01/2024 to 08/2024 the bill was served in average basis due to meter defective.

#### **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 04/2019 to 12/2023 with IMR "0" Kwh on 04/2019 and FMR "1231" Kwh on 12/2023.
- To revise the bill from 01/2024 to 08/2024 by taking six months average consumption of present meter installed on 03/09/2024.

The case is disposed of accordingly.

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

**Compliance Month-March-25**

**B. NAIK**  
Co-Opted Member

CRF, Bhawanipatna

**K.K. PATTNAIK**  
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWOL, Bhawanipatna

**R.K. NAIK**  
PRESIDENT

PRESIDENT  
CRF, Bhawanipatna



Copy to: -

1. Smt. Sindura Majhi Repr. by Sri Raja Majhi, 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.”**