



## 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/ 1038<sup>09</sup>

Dated, the 29.03.2025

**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-102/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Nirakar Deep, Repr. By Smt Ballabi Deep, At-Penjikupa, Po-Karlakuta, Ps-M. Rampur, Dist.-Kalahandi.	9034-2403-0413	63714-40571																								
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-	<table border="1"><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 border="1"><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</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) <u>155</u>	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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6. Others																												
8	Date(s) of Hearing	06.03.2025																										
9	Date of Order	29.03.2025																										
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 FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Madanpur**

**Appeared:**

1. **For the Complainant** – Sri Nirakar Deep, Repr. By Smt Ballabi Deep, At-Penjikupa, Po-Karlakuta, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-102/2025**

Sri Nirakar Deep,  
Repr. By Smt Ballabi Deep,  
At-Penjikupa,  
Po-Karlakuta,  
Ps-M. Rampur,  
Dist.-Kalahandi.

**Con. No. 9034-2403-0413**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Nirakar Deep, Repr. by Smt. Ballabi Deep, At- Penjikupa, Po- Karlakhunta, 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 Madanpur on dt. 06.03.2025, 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- **9034-2403-0413** under SDO Elect. Narla
- 2) As complained by the complainant that abnormal bill was served during the month of 08/2024.
- 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: 12/03/2025
- 2) Bill details from: 12/2010 to 02/2025
- 3) Date of supply: 08/04/2010
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW



- 6) Meter No – LW505238
- 7) Installed on: 29/11/2019 with IMR "0"
- 8) CMR: 3893 KWH on 12/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - The consumer was billed for an unit's of 2612 kwh in the month of 08/2024 and that may be suppressed reading or this may be defective reading. So, we may check the meter accuracy or may revise the bill for the month of 08/2024 by installing a new meter. and after six-months reading the bill may be revised.

#### **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 the consumer was billed for an unit's of 2612 kwh in the month of 08/2024 and that may be suppressed reading or this may be defective reading. So, we may check the meter accuracy or may revise the bill for the month of 08/2024 by installing a new meter. and after six-months reading the bill may be revised.
- As per billing database some bill was raised in high unit consumption meter reading during the period from 11/2019 to 09/2024, which seems suppress meter reading.

#### **ORDER**

**29.03.2025**

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 11/2019 to 09/2024 with IMR "0" Kwh on 11/2019 and FMR "3893" Kwh on 09/2024.


The case is disposed of accordingly.

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

#### **Compliance Month-April-25**

  
**B. NAIK**  
Co-Opted Member  
**Co-Opted Member**  
**GRF, Bhawanipatna**

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

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



Copy to: -

1. Sri Nirakar Deep repr. by Smt. Ballabi Deep, At- Penjikupa, Po- Karlakhunta, 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