



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 978^{CS}

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-109/2025																										
2	Complainant/s	Name & Address Sri Arjun Dhangadamajhi, Repr. By Sri Pradeep Dhangadamajhi, At/Po-Madanpur, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2405-0398	Contact No. 99388-65963																								
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	06.03.2025																										
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 Arjun Dhangadamajhi, Repr. By Sri Pradeep Dhangadamajhi, At/Po-Madanpur, Ps-M. Rampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-109/2025

Sri Arjun Dhangadamajhi,
Repr. By Sri Pradeep Dhangadamajhi,
At/Po-Madanpur,
Ps-M. Rampur,
Dist.-Kalahandi.

Con. No. 9034-2405-0398

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Arjun Dhangadamajhi, Repr. by Sri Pradeep Dhangadamajhi, At/Po- Madanpur, 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 0.11 KW having consumer no- **9034-2405-0398** under SDO Elect. Narla
- 2) As complained by the complainant that abnormal bill was served during the period from 01/2018 to 11/2023.
- 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: 28/03/2025
- 2) Bill details from: 01/2018 to 02/2025
- 3) Date of supply: 21/01/2018
- 4) Category: LT/Domestic

- 5) Connected Load 0.11 KW
- 6) Meter No – TWNX506499
- 7) Installed on: 17/11/2023 with IMR "0"
- 8) CMR: 715 KWH on 28/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:



- We may recast the reading from 01/2018 to 09/2023 as IMR 0 kwh and FMR 4071 kwh.
- Bill may be revised from 10/2023 to 11/2023 by taking average of six-months of new meter i.e 12/2023 to 05/2024.

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 We may recast the reading from 01/2018 to 09/2023 as IMR 0 kwh and FMR 4071 kwh.
- Bill may be revised from 10/2023 to 11/2023 by taking average of six-months of new meter i.e 12/2023 to 05/2024.
- As per billing database some bill was served high unit consumption meter reading during the period from 01/2018 to 09/2023, which seems suppress meter reading. Ans average bill was served in the month of 10/2023 & 11/2023.

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 01/2018 to 09/2023 with IMR "0" Kwh on 01/2018 and FMR "4071" Kwh on 09/2023.
- To revise the bill for 10/2023 and 11/2023 by taking six-month average consumption of present meter (i.e. IMR "0" Kwh on 11/2023 and FMR "180" Kwh on 04/2024).

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 Arjun Dhangadamajhi, Repr. by Sri Pradeep Dhangadamajhi, At/Po- Madanpur, 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