



## 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))

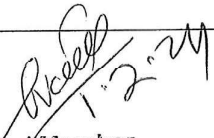
Memo No. GRF/BPT/Order/ 49<sup>(S)</sup>

Dated, the 01.02.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)

1	Case No.	Complaint Case No. 228 /2023			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Panchudev Sahu, At/Po-Alatara, Dist-Kalahandi.		9034-2406-0314	99375-12268
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-	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) <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>			
8	Date(s) of Hearing	16.12.2023			
9	Date of Order	01.02.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

  
01.02.24  
MEMBER (Fin.)  
Member (Fin.)  
GRF, Bhawanipatna

  
1.2.24  
Co-Opted Member  
GRF, Bhawanipatna

  
01/02/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Madanpur**

**Appeared:**

1. For the Complainant – Sri Panchudev Sahu, At/Po-Alatara, Dist-Kalahandi.
2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

**Complaint Case No. 228/2023**

Sri Panchudev Sahu,  
At/Po-Alatara,  
Dist-Kalahandi.  
Con. No. 9034-2406-0314

**COMPLAINANT**

**.-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Panchudev Sahu , AT-Alatara, P.O Alatara , Dist-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has given in writing and submitted during course of hearing at camp court in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Dom supply with CD of 1 KW having consumer No. **9034-2406-0314** under SDO Elect. Narla.
- 2) 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
- 2) Date of supply: 02-Oct-2015
- 3) Billing Statement: May 2016 to November 2023
- 4) Category: LT/ Domestic
- 5) Connected Load: 1 KW



- 6) Meter No: LW572785
- 7) Installed on: 05.09.2019
- 8) IMR 0 unit: and FMR: 8859 units
- 9) Fact of the complainant: Revision of bill.
- 10) As per written version submitted by SDO Narla as follows:
  - To recast the bill from 09/2019 to 11/2023.

### 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 the recast the bill from 09/2019 to 11/2023.
- As per billing data base the actual bill has been serve with current meter reading 8989 Kwh on December 2023.

### **ORDER** **01.02.2023**

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:

- The bill revision has already been considered; no further revision has required.

The case is disposed of accordingly. The case has Dropped.

*Receipt*  
*1.2.23*  
**B. NAIK**  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

*5.02.24*  
**K.K. PATTNAIK**  
**MEMBER (Fin.)**  
Member (Fin.)  
GRF, Bhawanipatna

*5.02.24*  
**B.K. NAIK**  
**PRESIDENT**  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Panchudev Sahu AT- Alatar, P.O- Alatar, Dist- Kalahandi. M.No 9937512268
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.”