



## 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/ 66<sup>(5)</sup>

Dated, the 01.02.2024

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

1	Case No.	Complaint Case No. 234/2023		
2	Complainant/s	Name & Address Sri Mahadev Saa Repr. By Sadanand Pradhan, At/Po-Gochhadegan, Dist-Kalahandi:	Consumer No 9034-2407-0109	Contact No. 63703-50877
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) 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	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		

Co-Officer MEMBER  
Co-Officer Member  
GRF, Bhawanipatna

01.02.24  
Member (Fin)  
GRF, Bhawanipatna

01/02/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Madanpur**

**Appeared:**

1. **For the Complainant** – Sri Mahadev Saa Repr. By Sadanand Pradhan, At/Po-Gochhadegan, Dist-Kalahandi..
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

**Complaint Case No. 234/2023**

Sri Mahadev Saa  
Repr. By Sadanand Pradhan,  
At/Po-Gochhadegan,  
Dist-Kalahandi...  
Con. No. 9034-2407-0109

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Mahadev Saa AT/P.O Gochhadegen Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Risida on dt. 16.12.2023 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. **9034-2407-0109** 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) Billing Abstract from :December 18 to Nov 2023
- 3) Date of supply: 17-Oct-2018
- 4) Category: LT/ Domestic
- 5) Connected Load: 1KW



- 6) Meter No-LW 498081
- 7) Meter replaced on 20.11.2019
- 8) As per PVR Reading 5178 but FG it is showing as 2300
- 9) Facts of the complainant: Revision of bill
- 10) As per written version submitted by SDO Narla as follows:
  - The bill was raised from 12/2018 to 11/2019 on average basis.
  - As per PVR the meter reading is 5178 Kwh but in data base it appears 2300 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 average / excess billing. The OP submitted that the bill was raised from 12/2018 to 11/2019 on average basis and
- As per PVR the meter reading is 5178 Kwh but in data base it appears 2300 Kwh.

### **ORDER** 01.02.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

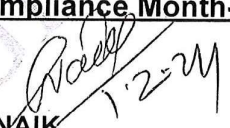
The OP is directed as follows:

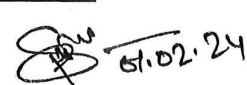
- To revise the bill from 11/2019 to 01/2024 by way of recasting with IMR "1" Kwh on 11/2019 & FMR "5178" Kwh on 01/2024.
- To revise the bill from 12/2018 to 10/2019 by taking six months average consumption of the present meter (i.e. IMR "1" Kwh on 11/2019 and FMR "98 Kwh on 04/2020).

The case is disposed of accordingly.

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

### Compliance Month- March- 2024 .

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

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

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

Copy to: -

1. Sri Mahadev Saa, AT /P. O Gochhadegen Dist- Kalahandi., Mob. No 63703-50877
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