



## 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/ 104<sup>(S)</sup> Dated, the 22.02.2024

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

1	Case No.	Complaint Case No. 245/2023		
2	Complainant/s	Name & Address Sri Adya Rana, Repr. By Ahalya Rana, At- Jagarnnatha Mandir Pada, Po-Risida, Dist-Kalahandi.	Consumer No 9034-2412-0433	Contact No. 81148-49816
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	21.12.2023		
9	Date of Order	22.02.2024		
10	Order in favour of	Complainant	✓ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

Member (Fin.)  
GRF, Bhawanipatna

Co-Opted Member  
GRF, Bhawanipatna

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PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Risida Madanpur

**Appeared:**

1. **For the Complainant** – Sri Adya Rana, Repr. By Ahalya Rana, At-Jagarnnatha Mandir Pada, Po-Risida, Dist-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL

**Complaint Case No. 245/2023**

Sri Adya Rana,  
Repr. By Ahalya Rana,  
At-Jagarnnatha Mandir Pada,  
Po-Risida,  
Dist-Kalahandi.

**Con. No. 9034-2412-0433**

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

**COMPLAINANT**

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Adya Rana repr. By Ahalya Rana, AT- Jaganath Mandir Pada, P.O- Risida, 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. - **9034-2412-0433** 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 01-Aug-2018

- 3) Billing Statement: October 2018 to December 2023
- 4) Category: LT/ Domestic
- 5) Connected Load: 1 KW
- 6) Meter No: WLT152348
- 7) Installed on: 14-Jul-2019
- 8) CMR: 6093 Kwh 02/02/2024
- 9) Fact of the complainant: Revision of bill.
- 10) As per written version submitted by SDO Narla as follows:
  - The billing from 08/2018 to 05/2020 was not adjusted in the billing.



### 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 billing from 08/2018 to 05/2020 was not adjusted in the billing.
- As per billing data base the provisional bill was raised from 10/2018 to 8/2020.

**ORDER**  
**22.02.2024**

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 10/2018 to 8/2020 by taking six months average consumption of present meter (i.e. IMR "5315" Kwh on 04/2023 and FMR "5823" Kwh on 09/2023).

The case is disposed of accordingly.

COMPLAINT MONTH - MAR-24

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

*[Signature]*  
K.K. PATTNAIK  
MEMBER (Fin)  
GRF, Bhawanipatna

*[Signature]*  
R.K. NARLA  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Adya Rana Repr. By Ahalya Rana, AT- Jagarnath Mandir Pada, P.O- Risida, Dist- Kalahandi. Mob. No 81148-49816
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."