



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

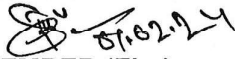
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))


Memo No. GRF/BPT/Order/ 76<sup>(C)</sup>

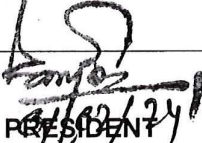
Dated, the 07.02.2024

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

1	Case No.	Complaint Case No. 232 /2023		
2	Complainant/s	Name & Address Sri Prasanta Kumar Tripathy, At/P. O- Risida, Dist.-Kalahandi.	Consumer No. 9034-2412-0552	Contact No. 9437657420
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		
8	Date(s) of Hearing	16.12.2023		
9	Date of Order	07.02.2024		
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

  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Madanpur

**Appeared:**

1. For the Complainant – Sri Prasanta Kumar Tripathy, At/P. O- Risida, Dist.-Kalahandi
2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO, Elect. Narla, TPWODL.

**Complaint Case No. 232/2023**

Sri Prasanta Kumar Tripathy  
At/P. O- Risida  
Dist.-Kalahandi.  
Con. No. 9034-2412-0552

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Prasanta Kumar Tripathy AT/P. O -Risida 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 0.40 KW having consumer No. 9034-2412-0552 under SDO Narla Kalahandi.
- 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 Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Billing Abstract from: Oct 2018 to Nov 2023



- 3) Date of supply: 01-Aug-2018
- 4) Category: LT/ Domestic
- 5) Connected Load: 1KW
- 6) Meter No-WLT 150867
- 7) Installed on: 27.12.2019
- 8) CMR: 137 Kwh
- 9) Facts of the complainant: Revision of bill, and meter no. correction (i.e. WLT 150867 instead of WLT 150837).
- 10) As per written version submitted by SDO Narla as follows:
  - Average bill was raised 10/2018 to 07/2020.

### 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 provisional / excess billing. The OP submitted that the average bill was raised 10/2018 to 07/2020.

**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 10/2018 to 07/2020 by taking average consumption of present meter (i.e. IMR "0" Kwh on 01/2020 and FMR "64" Kwh on 08/2020).

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

Copy to:-

**K.K. PATTNAIK**  
**MEMBER (Fin.)**

Member (Fin.)  
GRF, Bhawanipatna

**Raj NAIK**  
**PRESIDENT**

PRESIDENT  
GRF, Bhawanipatna

3. Sri Prasanta Kumar Tripathy AT /P. O-Risida Dist- Kalahandi. Mob No 9437657420
4. SDO Elect. Narla, TPWODL.
5. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
6. 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."**