



## 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 230 Dated, the 05.04.2024

**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-96/2024		
2	Complainant/s	Name & Address Sri Achyuta Sahu, At-Terchapala (shantinagar Pada), Po-Ekatara, Ps-M. Rampur, Dist.-Kalahandi.	Consumer No 9034-2422-0110	Contact No. 97771-62729
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	<input checked="" type="checkbox"/>
		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	20.02.2024		
9	Date of Order	05.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Karlamunda

**Appeared:**

1. For the Complainant – Sri Achyuta Sahu, At-Terchapala (shantinagar Pada), Po-Ekatara, Ps-M. Rampur, Dist.-Kalahandi.
2. For the Respondent – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-96/2024**

Sri Achyuta Sahu,  
At-Terchapala (shantinagar Pada),  
Po-Ekatara,  
Ps-M. Rampur,  
Dist.-Kalahandi.

Con. No.9034-2422-0110

COMPLAINT

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

-Versus-

OPPOSITE PARTY

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Achyuta Sahu At- Terchapala (Santinagarpada), PO-Ekatara, 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 Karlamunda on dt.20.02.24, 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 - **9034-2422-0110** under SDO Elect. Narla.
- 2) As complained by complainant the bill was served on average basis during the period 06/2013 to 04/2015.
- 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 defective period 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 August 2004 to January 2024
- 3) Date of supply 16.06.2004
- 4) Category: LT/ Dom



- 5) Connected Load 1 KW
- 6) Meter No- LW506299
- 7) Installed on 05.12.2019 with IMR: "0" Kwh
- 8) CMR: 1886 Kwh as on 02.03.2024
- 9) Meter Status: OK
- 10) Fact of the complainant: Revision of bill from 06/2013 to 04/2015
- 11) As written version submitted by SDO Elect. Narla as follows:

- The consumer was billed as defective from 06/2013 to 04/2015.

**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 revise the defective period bill. The OP submitted that the consumer was billed as defective from 06/2013 to 04/2015.

**ORDER**  
**05.04.2024**

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 06/2013 to 04/2015 by taking six-month average consumption from 07/2015 with IMR "100" KWH to 12/2015 with FMR "212" KWH.

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- May-24.**

*Recd*  
*5/4/24*  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna  
Copy to: -

*65.04.24*  
**K.K. PATNAIK**  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*5/4/24*  
**R.K. NAIK**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

1. Sri Achyuta Sahu At- Terchapala (Santinagarpada), PO- Ekatarra, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."