



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1706⁵

Dated, the 09.02.2026

Er. Achyutananda Meher - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-701/2025		
2	Complainant/s	Name & Address Sri Sanjaya Kumar Banshi, At/Po-Rupra Road, Via-Rupra Road, Dist.-Kalahandi.	Consumer No 9034-0201-4341	Contact No. 93373-79136
3	Respondent/s	Name Sri Akash Mishra (ESO Narla), Repr. For Sri Kamalesh Kumar Padhan, 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) <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	15.12.2025		
9	Date of Order	09.02.2026		
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		



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Sanjaya Kumar Banshi, At/Po-Rupra Road, Via-Rupra Road, Dist.-Kalahandi.
2. **For the Respondent** – Sri Akash Mishra (ESO Narla), Repr. For Sri Kamallesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Sanjaya Kumar Banshi, At/Po-Rupra Road, Via-Rupra Road, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 15.12.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9034-0201-4341** under SDO Elect. Narla.
- 2) As complained by the complainant that bills to be revised.
- 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 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: 15.12.2025
- 2) Bill details from: 08/2015 to 12/2025
- 3) Date of supply: 25.06.2015
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51218108
- 7) Installed on: 06.01.2025 with IMR "0"
- 8) CMR: 5650 KWH on 15.12.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - We may recast the bill from 12/2015 to 03/2023 with imr-0 and fmr-39415. The bill served from 04/2023 to 12/2024 are to be revised by taking average of six months of



new meter from 12/2024 to 05/2025. However, the respondent requested the forum to take appropriate decision as necessary.

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 We may recast the bill from 12/2015 to 03/2023 with imr-0 and fmr-39415. The bill served from 04/2023 to 12/2024 are to be revised by taking average of six months of new meter from 12/2024 to 05/2025.
- From 04/2023 to 12/2024 provisional/ average bills have been served.
- Some bill was served abnormally from 12/2015 to 03/2023 due to suppress meter reading.

ORDER

09.02.2026

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 recast the bill from 07/2015 to 03/2023 with IMR "0" Kwh and FMR "39415" Kwh.
- Any adjustments made during the revision period are also be taken into consideration / DPS charged on the wrong bills are also to be withdrawn.
- The complainant must clear all dues upon revision of bills.

The case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.03.2026**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhubaneswar


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhubaneswar


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhubaneswar

Copy to: -

1. Sri Sanjaya Kumar Banshi, At/Po-Rupra Road, Via-Rupra Road, 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."