

GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 13325

Dated, the 30.10.2025

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

1	Case No.	Complaint Case No. BPT-449/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Sri Ananta Padhan, At-Asurgarh, Po-Mandel, Via-Narla, Dist.-Kalahandi.		9034-0201-4891	91068-83222		
3	Respondent/s	Name		Division			
		Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.		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			
				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	08.10.2025					
9	Date of Order	30.10.2025					
10	Order in favour of	Complainant	✓	Respondent		Others	
11	Details of Compensation awarded, if any.	Nil					

Place of Hearing: Narla

Appeared:

1. For the Complainant – Sri Ananta Padhan, At-Asurgarh, Po-Mandel, Via-Narla, Dist.-Kalahandi.
2. For the Respondent – Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Ananta Padhan, At-Asurgarh, Po-Mandel, Via-Narla, 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. 08.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- 9034-0201-4891 under SDO Elect. Narla.
- 2) As complained by the complainant that excess bill was served in the month of 07/2025.
- 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: 09.10.2025
- 2) Bill details from: 06/2023 to 09/2025
- 3) Date of supply: 19.09.2019
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – 5054158
- 7) Installed on: with IMR "0"
- 8) CMR: 3753 KWH on 09.10.2025
- 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 revise the suppressed reading bill by recasting from 09/2019 to 09/2025 as IMR "0" KwH and FMR "3753" KwH. 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 revise the suppressed reading bill by recasting from 09/2019 to 09/2025 as IMR "0" KwH and FMR "3753" KwH.
- 3150 units was served in the month of 07/2025 which seems to be suppressed meter reading.

ORDER

30.10.2025

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 09/2019 to 09/2025 with IMR "0" KwH and FMR "3753" 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- 30.11.2025**.


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


A.N. MEHER
PRESIDENT

Copy to: -


MEMBER FIN
GRF, Bhawanipatna


PRESIDENT
GRF, Bhawanipatna

1. Sri Ananta Padhan, At-Asurgarh, Po-Mandel, Via-Narla, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."