



## 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/ 1451(S) Dated, the 28.11.2025

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

|   |  |   |   |  |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
|---|--|---|---|--|-------------|---|--|---|---|---|-------------------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1   | Case No.   | Complaint Case No. BPT-545/2025   |   |  |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address  |   | Consumer No                                | Contact No. |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
|   |  | Sri Manoj Kumar Agrawal, Repr. By Bijaya Kumar Sahu, At-Sargiguda, Po-Narla Road, Ps-Narla, Dist.-Kalahandi.  |   | 9034-1202-1130                             |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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-                                    | <table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table> |   |  |             | 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) - |  |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>  |   |  |             | 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 <u></u> |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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 <u></u>   |  |   |   |  |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 8   | Date(s) of Hearing                                   | 11.11.2025  |   |  |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 28.11.2025  |   |  |             |   |  |   |   |   |                   |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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 Manoj Kumar Agrawal, Repr. By Bijaya Kumar Sahu, At-Sargiguda, Po-Narla Road, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Manoj Kumar Agrawal, Repr. By Bijaya Kumar Sahu, At-Sargiguda, Po-Narla Road, Ps-Narla, Dist.-Kalahandi the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 11.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 6 KW having consumer no- **9034-1202-1130** 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: 14.11.2025
- 2) Bill details from: 02/2001 to 10/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 6 KW
- 6) Meter No – TWST15025339
- 7) Installed on: 31.08.2025 with IMR "0"
- 8) CMR: 186 KWH on 14.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - The defective bill from 01/2022 to 12/2023 may be revised by taking consumption of new meter from 08/2025 to 10/2025. Further we may recast the suppress reading from



03/2015 to 07/2021 as IMR "0" Kwh and FMR "8321" 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 the defective bill from 01/2022 to 12/2023 may be revised by taking consumption of new meter from 08/2025 to 10/2025. Further we may recast the suppress reading from 03/2015 to 07/2021 as IMR "0" Kwh and FMR "8321" Kwh
- From 08/2021 to 07/2025 provisional / average bills have been served.
- Some bill was served abnormally from 03/2015 to 07/2021 due to suppress meter reading.

### **ORDER**

**28.11.2025**

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:

- The bills served from 01/2022 to 12/2023 (2 years) are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 03/2015 to 07/2021 with IMR "0" Kwh and FMR "8321" Kwh.
- To recast the bill from 07/2025 to 09/2025 with IMR "0" Kwh and FMR "186" 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- 28.02.2026**.

  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna



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

MEMBER FIN  
GRF, Bhawanipatna

  
**A.N. MEHER**  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



Copy to: -

1. Sri Manoj Kumar Agrawal, Repr. By Bijaya Kumar Sahu, At-Sargiguda, Po-Narla Road, Ps-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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”**