



# 8 GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

## BENCH:

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

Memo No. GRF/BPT/Order/ 1717<sup>S</sup>

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-714/2025		
2	Complainant/s	Name & Address Sri Birendra Sahu, Repr. By Bhupendra Sahu, At-Lakhpadar, Po-Bhimkela, Dist.-Kalahandi.	Consumer No 9034-1203-0674	Contact No. 95562-94554
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	√
		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 <u></u>		
8	Date(s) of Hearing	15.12.2025		
9	Date of Order	09.02.2026		
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 Birendra Sahu, Repr. By Bhupendra Sahu, At-Lakhpadar, Po-Bhimkela, Dist.-Kalahandi.
2. **For the Respondent** – Sri Akash Mishra (ESO Narla), Repr. For Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Birendra Sahu, Repr. By Bhupendra Sahu, At-Lakhpadar, Po-Bhimkela, 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 1 KW having consumer no- **9034-1203-0674** 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: 08/2018 to 11/2025
- 3) Date of supply: 22.06.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWB147056
- 7) Installed on: 09.05.2024 with IMR "0"
- 8) CMR: 3358 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 revise the average bill from 12/2022 to 05/2024 by taking average consumption of one year of new meter from 04/2024 to 03/2025 instead of six months.



And the earlier bill revision should be withdrawn. 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 average bill from 12/2022 to 05/2024 by taking average consumption of one year of new meter from 04/2024 to 03/2025 instead of six months. And the earlier bill revision should be withdrawn.
- From 12/2022 to 05/2024 provisional / average bills have been served.
- There is no scope for bill revision.

**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:

- The case is hereby **dropped**.

  
**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 Birendra Sahu, Repr. By Bhupendra Sahu, At-Lakhpadar, Po-Bhimkela, 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.”**