



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/ 1138(s)

Dated, the 31.07.2025

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

1	Case No.	Complaint Case No. BPT-252/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Lengaram Khadanga, Repr. By Sri Ghasiram Khadanga, At-Kamegaon, Po-Bhanpur, Ps- Narla, Dist.- Kalahandi.		9034-1204-0525	86580-14188																								
3	Respondent/s	Name		Division																									
		Sri Kamlesh 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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) –		
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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</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</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	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																		
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8	Date(s) of Hearing	16.07.2025																											
9	Date of Order	31.07.2025																											
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 Lengaram Khadanga, Repr. By Sri Ghasiram Khadanga, At-Kamegaon, Po- Bhanpur, Ps- Narla, Dist.- Kalahandi
2. **For the Respondent** – Sri Kamlesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Lengaram Khadanga, Repr. By Sri Ghasiram Khadanga, At-Kamegaon, Po- Bhanpur, Ps- 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. 16.07.2025, 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- **9034-1204-0525** under SDO Elect. Narla.
- 2) As complained by the complainant that the abnormal excess bill was served in the month of 11/2016 for 8943 units for a month.
- 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) FVR: 18/07/2025
- 2) Bill details from: 07/2007 to 06/2025
- 3) Date of supply: 04.05.2007
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TW02037205
- 7) Installed on: 24.03.2023 with IMR "0"
- 8) CMR: 5780 KWH on 18/07/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As the consumer was billed as suppress reading, we may recast the reading from 05/2007 to 02/2023 as IMR "0" Kwh and FMR "15966" 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 as the consumer was billed as suppress reading, we may recast the reading from 05/2007 to 02/2023 as IMR "0" Kwh and FMR "15966" Kwh.
- Some abnormal bills were served during the period from 05/2007 to 02/2023 due to suppress meter reading.
- Meter No. TW02037205 had been installed on dt. 24.03.2023 and the CMR is "5780" Kwh as on dt. 18.07.2025.

ORDER
31.07.2025

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 to be recasted from 05/2007 to 02/2023 with IMR "0" Kwh on 05/2007 and FMR "15966" Kwh on 02/2023.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by August-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-August-25


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 Lengaram Khadanga, Repr. By Sri Ghasiram Khadanga, At-Kamegaon, Po- Bhanpur, 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."