



## 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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1951<sup>0</sup>

Dated, the 16.04.2026

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

- President  
- Member (Finance)  
- Co-Opted Member

|                                                                                                |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
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| 1                                                                                              | Case No.                                                | Complaint Case No. BPT-251/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 2                                                                                              | Complainant/s                                           | Name & Address<br>Sri Dhaneswar Patra, Repr. By Ratha Rana,<br>At-Ratanpur, Po-Tulapada, Via-Narla, Dist.-<br>Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   | Consumer No<br>9034-1206-0031                             | Contact No.<br>90782-32395 |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 3                                                                                              | Respondent/s                                            | Name<br>Sri Kamalesh Kumar Padhan,<br>SDO Elect. Narla, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   | Division<br>Kalahandi East Electrical<br>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<br/>of Consumers</td><td>4. Contract Demand / Connected<br/>Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection<br/>of Supply</td><td>6. Installation of Equipment &amp;<br/>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<br/>&amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer<br/>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<br>of Consumers        | 4. Contract Demand / Connected<br>Load                                                         |                   | 5. Disconnection / Reconnection<br>of Supply | 6. Installation of Equipment &<br>apparatus of Consumer |  | 7. Interruptions | 8. Metering |  | 9. New Connection | 10. Quality of Supply & GSOP |  | 11. Security Deposit / Interest | 12. Shifting of Service Connection<br>& equipment's |  | 13. Transfer of Consumer<br>Ownership | 14. Voltage Fluctuations |  | 15. Others (Specify) - |  |  |
| 1. Agreement/Termination                                                                       | 2. Billing Disputes                                     | √                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 3. Classification/Reclassification<br>of Consumers                                             | 4. Contract Demand / Connected<br>Load                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 5. Disconnection / Reconnection<br>of Supply                                                   | 6. Installation of Equipment &<br>apparatus of Consumer |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 7. Interruptions                                                                               | 8. Metering                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 9. New Connection                                                                              | 10. Quality of Supply & GSOP                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 11. Security Deposit / Interest                                                                | 12. Shifting of Service Connection<br>& equipment's     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 13. Transfer of Consumer<br>Ownership                                                          | 14. Voltage Fluctuations                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 15. Others (Specify) -                                                                         |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 6                                                                                              | Section(s) of Electricity Act, 2003 involved            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 7                                                                                              | OERC<br>Regulation(s) with<br>Clauses                   | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019;<br/>Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br/>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;<br/>Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>                                                                                                                                                                                                                                                                  |   |                                                           |                            | 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) <u>155</u> | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause <u></u> | 6. Others <u></u> |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) <u>155</u>                 |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause <u></u> |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 6. Others <u></u>                                                                              |                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 8                                                                                              | Date(s) of Hearing                                      | 17.03.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 9                                                                                              | Date of Order                                           | 16.04.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 10                                                                                             | Order in favour of                                      | Complainant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | √ | Respondent                                                | Others                     |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |
| 11                                                                                             | Details of Compensation<br>awarded, if any.             | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |                                                           |                            |                                                                                |                                                                                               |                                                               |                                                           |                                                                                                |                   |                                              |                                                         |  |                  |             |  |                   |                              |  |                                 |                                                     |  |                                       |                          |  |                        |  |  |



**Place of Hearing: Narla**

**Appeared:**

1. **For the Complainant** – Sri Dhaneswar Patra, Repr. By Ratha Rana, At-Ratanpur, Po-Tulapada, Via-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 Dhaneswar Patra, Repr. By Ratha Rana, At-Ratanpur, Po-Tulapada, 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. 17.03.2026, 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- **9034-1206-0031** 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: 20.03.2026
- 2) Bill details from: 02/2001 to 03/2026
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST15034368
- 7) Installed on: 12.06.2025 with IMR "0"
- 8) CMR: 438 KWH on 20.03.2026
- 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 defective bill from 06/2016 to 05/2018 by taking average consumption of six months from 09/2025 to 02/2026 as IMR-256 kwh and FMR-438 kwh. We may recast the suppressed reading from 05/2004 to 07/2011 by taking IMR-0



kwh and FMR-6286 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 e may revise the defective bill from 06/2016 to 05/2018 by taking average consumption of six months from 09/2025 to 02/2026 as IMR-256 kwh and FMR-438 kwh. We may recast the suppressed reading from 05/2004 to 07/2011 by taking IMR-0 kwh and FMR-6286 kwh.
- From 11/2011 to 05/2025 provisional / average bills have been served.
- Some bill was served abnormally from 05/2004 to 07/2011 due to suppressed meter reading.

### **ORDER**

**16.04.2026**

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 bills served from 04/2016 to 03/2018 are to be revised by taking average of 09/2025 to 02/2026 consecutive billing of new meter.
- To recast the bill from 05/2004 to 07/2011 with IMR "0" Kwh and FMR "6286" 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.

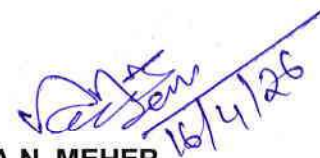
The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.05.2026**.

  
**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 Dhaneswar Patra, Repr. By Ratha Rana, At-Ratanpur, Po-Tulapada, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA