

# 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/ 1879

Dated, the 23.03.2026

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

|    |  |  |   |                            |
|----|--|--|---|----------------------------|
| 1  | Case No.                                     | Complaint Case No. BPT-177/2026  |   |                            |
| 2  | Complainant/s                                | Name & Address<br>Sri Sanak Sahu, At/Po-Tulapada, Via-Narla,<br>Dist.-Kalahandi.   | Consumer No<br>9034-1206-0193                             | Contact No.<br>91783-95899 |
| 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-                            | 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        | 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) <u>155</u><br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004;<br>Clause<br>6. Others |   |                            |
| 8  | Date(s) of Hearing                           | 24.02.2026   |   |                            |
| 9  | Date of Order                                | 23.03.2026   |   |                            |
| 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 Sanak Sahu, At/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 Sanak Sahu, At/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. 24.02.2026, 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- **9034-1206-0193** 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: 26.02.2026
- 2) Bill details from: 02/2001 to 02/2026
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TPWODL1114068
- 7) Installed on: 21.12.2022 with IMR "0"
- 8) CMR: 3666 KWH on 26.02.2026
- 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 11/2016 to 10/2018 by taking average consumption of new meter from 08/2025 to 01/2026 as IMR-3117 kwh and FMR-3666 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 defective bill from 11/2016 to 10/2018 by taking average consumption of new meter from 08/2025 to 01/2026 as IMR-3117 kwh and FMR-3666 kwh.
- From 11/2016 to 02/2023 provisional / average bills have been served.

### **ORDER**

**23.03.2026**

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 11/2016 to 10/2018 (2 years) are to be revised by taking average of 08/2025 to 01/2026 consecutive billing of new meter.
- 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- 30.04.2026**.

  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhubaneswar



**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhubaneswar



**A.N. MEHER**  
PRESIDENT  
PRESIDENT  
GRF, Bhubaneswar

Copy to: -

1. Sri Sanak Sahu, At/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.”**