GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA KALAHANDI-766001, TEL/FAX: -06670 - 230012

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BENCH:

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

Memo No. GRF/BPT/Order/ 1202 (5)

Dated, the 30.08.2025

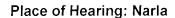
Er. Achyutananda Meher Sri Kamala Kanta Pattnaik

Sri Bhairaba Naik

President

Member (Finance) **Co-Opted Member**

1	Case No.	Complaint Case No. BPT-345/2025				
		Name & Address		Consumer No Contact		No.
2	Complainant/s	Sri Markanda Sahu, At-Dangarmal, Po-Narla, Ps-Narla, DistKalahandi.		9034-1291-0897	91788-05544	
3	Respondent/s	Name Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.		Division Kalahandi East Electrical Division, TPWODL		
4	Date of Application	And I				
	In the matter of-	1. Agreement/Termination	2. Billi	ng Disputes √		
		Classification/Reclassification of Consumers	Loa	4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply	app	6. Installation of Equipment & apparatus of Consumer		
5		7. Interruptions		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 Electri	icity Act, 2003 involved				
7	OERC	1. OERC Distribution (Conditions of Supply) Code,2019;				
	Regulation(s) with Clauses	Clause(s) 155				
		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				
8	Date(s) of Hearing	18.08.2025				
9	Date of Order	30.08.2025				
10	Order in favour of	Complainant √ Respondent Others				
11	Details of Con awarded, if any.	ompensation Nil				





- 1. For the Complainant Sri Markanda Sahu, At-Dangarmal, Po-Narla, Ps-Narla, Dist.-Kalahandi.
- 2. For the Respondent Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Markanda Sahu, At-Dangarmal, Po-Narla, 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. 18.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/DOM supply with CD of 0.04 KW having consumer no- 9034-1291-0897 under SDO Elect. Narla.
- 2) As complained by the complainant that some abnormal bills have served.
- 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 withdraw 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: 20/08/2025
- 2) Bill details from: 06/2018 to 07/2025
- 3) Date of supply: 11/05/2018
- 4) Category: LT/DOM
- 5) Connected Load 0.04 KW
- 6) Meter No 1669505
- 7) Installed on: 10/05/2018 with IMR "0"
- 8) CMR: 4925 KWH on 20/08/2025
- 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 bill by way of recasting from 06/2018 to 07/2025 as IMR "0" KwH and FMR "4917" KwH. However, the respondent requested the forum to take appropriate decision as necessary.



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 revised the bill by way of recasting from 06/2018 to 07/2025 as IMR "0" KwH and FMR "4917" KwH.
- Some abnormally bill was served during the period from 05/2018 to 07/2025 due to supress meter reading.

ORDER 30.08.2025

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:

> To recast the bill from 05/2018 to 07/2025 with IMR "0" KwH on 05/2018 and FMR "4917 KwH on 07/2025.

The case is disposed of accordingly.

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

Compliance Month-September-25

Co-Opted Member

K.K. PATTNAIK MEMBER (Fin.)

Co-Opted Member

MEMBER FIN

GRF, Bhawanipatna

PRESIDENT

PRESIDENT GRF, Bhawanipatna

GRF. Bhawanipatna

Copy to: -

- 1. Sri Markanda Sahu, At-Dangarmal, Po-Narla, Ps-Narla, Dist.-Kalahandi.
- 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, Ors. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."