



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/ 1124⁵

Dated, the 30.07.2025

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

1	Case No.	Complaint Case No. BPT-251/2025																											
2	Complainant/s	Name & Address Sri Varadwaj Majhi, Repr. By Sri Toshabanta Majhi, At/Po-Mandel, Ps-Narla, Dist.-Kalahandi.		Consumer No 9034-1291-1046	Contact No. 96658-89473																								
3	Respondent/s	Name Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.		Division 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) 155</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) 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																		
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6. Others																													
8	Date(s) of Hearing	16.07.2025																											
9	Date of Order	30.07.2025																											
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 Varadwaj Majhi, Repr. By Sri Toshabanta Majhi, At/Po-Mandel, Ps-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 Varadwaj Majhi, Repr. By Sri Toshabanta Majhi, At/Po-Mandel, 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/DOM supply with CD of 0.04` KW having consumer no- **9034-1291-1046** under SDO Elect. Narla.
- 2) As complained by the complainant that the Provisional billing from 12/2023 to 02/2024. Bill to be recasted from 05/2018 to 11/2023.
- 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: 18/07/2025
- 2) Bill details from: 06/2018 to 06/2025
- 3) Date of supply: 11/05/2018
- 4) Category: LT/DOM
- 5) Connected Load 0.04 KW
- 6) Meter No – TWB120890
- 7) Installed on: 11.02.2024 with IMR "0"
- 8) CMR: 1581 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 debited on dated 29.05.2025 for an amount of Rs. 8612.99, may be treated as wrongly calculated. So, we may recalculate the bill from 12/2023 to 02/2024 by taking average of new meter from 03/2024 to 08/2024 and cancel the earlier bill revision on dated 16.04.2024 and we may recast the bill from 05/2018 to 11/2023 as



IMR "0" Kwh and FMR "5900" 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 the as the consumer debited on dated 29.05.2025 for an amount of Rs. 8612.99, may be treated as wrongly calculated. So, we may recalculate the bill from 12/2023 to 02/2024 by taking average of new meter from 03/2024 to 08/2024 and cancel the earlier bill revision on dated 16.04.2024 and we may recast the bill from 05/2018 to 11/2023 as IMR "0" Kwh and FMR "5900" Kwh.
- From 12/2023 to 02/2024 Average bills have been served with 921, 855, 1481 various units per month as the meter is defective.
- Meter no. TWB120890 had been installed on dt. 11/02/2024 and the CMR is "1581" Kwh as on dt.18/07/2025.

ORDER

30.07.2025

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 served from 12/2023 to 02/2024 are to be revised by taking average of six consecutive billing of new meter. (By taking IMR "0" Kwh on 02/2024 and FMR "542" Kwh on 07/2024).
- The bills to be recasted from 05/2018 to 11/2023 with IMR "0" Kwh on 05/2018 and FMR "5900" Kwh on 11/2023.
- To withdraw the earlier bill revisions dtd. 16.04.2024, 27.03.2025 and 29.05.2025.,

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


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Co-Opted Member
GRF, Bhawanipatna

Copy to:

1. Sri Varadwaj Majhi, At/Po-Mandel, Ps-Narla, Dist.-Kalahandi.
2. SDO Elect. Narla. TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.