



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/ 1774⁽⁵⁾

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-18/2026																		
2	Complainant/s	Name & Address Sri Mitrasen Pradhan, At-Lamsingha, Po-Ghodabandh, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1296-0006	Contact No. 76089-67470																
3	Respondent/s	Name Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																	
4	Date of Application																			
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6	Section(s) of Electricity Act, 2003 involved																			
7	OERC Regulation(s) with Clauses	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td> <td style="width: 50%;"></td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> <td></td> </tr> <tr> <td>6. Others</td> <td></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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6. Others																				
8	Date(s) of Hearing	13.01.2026																		
9	Date of Order	23.02.2026																		
10	Order in favour of	Complainant	√	Respondent																
11	Details of Compensation awarded, if any.	Nil																		



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Mitrasen Pradhan, At-Lamsingha, Po-Ghodabandh, 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 Mitrasen Pradhan, At-Lamsingha, Po-Ghodabandh, 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. 13.01.2026, 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- **9034-1296-0006** 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: 13.01.2026
- 2) Bill details from: 05/2012 to 12/2025
- 3) Date of supply: 17.04.2012
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW519934
- 7) Installed on: 12.02.2020 with IMR "0"
- 8) CMR: 2040 KWH on 13.01.2026
- 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 bill from 02/2018 to 01/2020 by taking average of six months of new meter from 06/2022 to 11/2022 as IMR-670 kwh and FMR-780 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 bill from 02/2018 to 01/2020 by taking average of six months of new meter from 06/2022 to 11/2022 as IMR-670 kwh and FMR-780 kwh.
- From 05/2016 to 01/2020 provisional / average bills have been served.

ORDER

23.02.2026

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 02/2018 to 01/2020 (2 years) are to be revised by taking average of 06/2022 to 11/2022 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- 31.03.2026**.


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 Mitrasen Pradhan, At-Lamsingha, Po-Ghodabandh, 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.”