



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 PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1294^(S)

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-401/2025			
2	Complainant/s	Name & Address		Consumer No	
		Sri Janakinath Nayak, Repr. By Sri Soumya Ranjan Nayak, At/Po-Santpur, Ps-Narla, Dist.- Kalahandi.		9034-1501-0232	98612-81020
3	Respondent/s	Name		Division	
		Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.		Kalahandi East Electrical Division, TPWODL	
4	Date of Application				
5 In the matter of-	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) –				
	6	Section(s) of Electricity Act, 2003 involved			
	7 OERC Regulation(s) with Clauses	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			
8	Date(s) of Hearing	13.09.2025			
9	Date of Order	13.10.2025			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	Nil			

Place of Hearing: Chhatikuda



Appeared:

1. For the Complainant – Sri Janakinath Nayak, Repr. By Sri Soumya Ranjan Nayak, At/Po-Santpur, Ps-Narla, Dist.-Kalahandi.
2. For the Respondent – Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Janakinath Nayak, Repr. By Sri Soumya Ranjan Nayak, At/Po-Santpur, 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 Chhatikuda on dt. 13.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.50 KW having consumer no- 9034-1501-0232 under SDO Elect. Narla.
- 2) As complained by the complainant that some abnormal bills were 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 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: 20/09/2025
- 2) Bill details from: 02/2001 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – 300015832
- 7) Installed on: 01.07.2022 with IMR "0"
- 8) CMR: 8262 KWH on 20/09/2025
- 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 revised the suppressed reading bill by recasting from 02/2002 to 10/2019 as IMR-0 kwh and FMR-11046 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 We may revised the supressed reading bill by recasting from 02/2002 to 10/2019 as IMR-0 kwh and FMR-11046 kwh.
- Some bill was served abnormally from 02/2002 to 10/2019 due to supress meter reading.

ORDER

13.10.2025

Basing on above observations, the forum passes the following order as per regulations of CERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To recast the bill from 02/2002 to 10/2019 with IMR "0" KwH and FMR "11046" 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- 30.11.2025.

Riceed 13/10/25
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

S
A.N. MEHER
PRESIDENT
PRESIDENT
CRF, Bhawanipatna
13/10/2025

Copy to: -

1. Sri Janakinath Nayak, Repr. By Sri Soumya Ranjan Nayak, At/Po-Santpur, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."