



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/ 2170^W Dated, the 10.06.2026

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

1	Case No.	Complaint Case No. BPT-463/2026																										
2	Complainant/s	Name & Address Sri Lakhpatri Sabar, At-Ulikupa, Po-Nisanpur, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-1503-0015	Contact No. 98615-18519																								
3	Respondent/s	Name Sri D.P Panda (ESO Chhatikuda), Repr. For Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tbody><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></tbody></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><tbody><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></tbody></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	25.05.2026																										
9	Date of Order	10.06.2026																										
10	Order in favour of	Complainant	√ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



Place of Hearing: Chhatikuda

Appeared:

1. **For the Complainant** – Sri Lakhpati Sabar, At-Ulikupa, Po-Nisanpur, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri D.P Panda (ESO Chhatikuda), Repr. For Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Lakhpati Sabar, At-Ulikupa, Po-Nisanpur, 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. 25.05.2026, 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- **9034-1503-0015** 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: 26.05.2026
- 2) Bill details from: 02/2001 to 04/2026
- 3) Date of supply: 01.01.199-
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – TWSU51067906
- 7) Installed on: 01.04.2026 with IMR "0"
- 8) CMR: 64 KWH on 26.05.2026
- 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 recast the suppressed reading from 04/02 to 02/16 as IMR-0 kwh and FMR-10759 kwh. We may recast the suppressed reading from 06/22 to 04/25 as IMR-0 kwh and FMR-4764 kwh. The defective bill from 03/16 to 02/18 may be revised by taking



average consumptions of new meter from 10/23 to 03/24 as IMR-3125 kwh and FMR-3533 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 recast the suppressed reading from 04/02 to 02/16 as IMR-0 kwh and FMR-10759 kwh. We may recast the suppressed reading from 06/22 to 04/25 as IMR-0 kwh and FMR-4764 kwh. The defective bill from 03/16 to 02/18 may be revised by taking average consumptions of new meter from 10/23 to 03/24 as IMR-3125 kwh and FMR-3533 kwh.
- From 03/2016 to 02/2018 provisional / average bills have been served.
- Some bill was served abnormally from 04/2002 to 02/2016 due to suppress meter reading.

ORDER

10.06.2026

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 03/2016 to 02/2018 are to be revised by taking average of 10/2023 to 03/2024 consecutive billing of new meter.
- To recast the bill from 04/2002 to 02/2016 with IMR "0" Kwh and FMR "10759" Kwh.
- To recast the bill from 07/2022 to 02/2025 with IMR "0" Kwh and FMR "4764" 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- 31.07.2026**.


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 Lakshpati Sabar, At-Ulikupa, Po-Nisanpur, 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.”

GRE BHAWANIPATNA