



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/ 1118⁽⁵⁾

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-254/2025																										
2	Complainant/s	Name & Address Sri Santosh Kumar Mund Repr. by Sri Dilip Bihari, At- Sanchching, Po- Chhatikuda, Ps- Narla, Dist.- Kalahandi.	Consumer No 9034-1551-0096	Contact No. 77500-28389																								
3	Respondent/s	Name Sri Kamlesh 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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <u></u>	3. OERC Conduct of Business) Regulations,2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>	6. Others <u></u>																		
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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 Santosh Kumar Mund, Repr. by Sri Dilip Bihari, At- Sanchching, Po- Chhatikuda, Ps- Narla, Dist.- Kalahandi.
2. **For the Respondent** – Sri Kamlesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Santosh Kumar Mund, Repr. by Sri Dilip Bihari, At- Sanchching, Po- Chhatikuda, 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/Domestic supply with CD of 1 KW having consumer no- **9034-1551-0096** under SDO Elect. Narla.
- 2) As complained by the complainant that the 2378 units was served in the month of 08/2024, which was abnormal billing amount.
- 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: 16/07/2025
- 2) Bill details from: 07/2018 to 06/2025
- 3) Date of supply: 20.07.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST1801575
- 7) Installed on: 29.10.2024 with IMR "0"
- 8) CMR: 3727 KWH on 16/07/2025
- 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 was billed as suppress reading, we may recast the reading from 10/2017 to 09/2024 as IMR "0" Kwh and FMR "8847" Kwh. The earlier bill revision on dated 24.04.2024 may be withdrawn. 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 as the consumer was billed as suppress reading, we may recast the reading from 10/2017 to 09/2024 as IMR "0" Kwh and FMR "8847" Kwh. The earlier bill revision on dated 24.04.2024 may be withdrawn.
- Some abnormal bill was served during the period from 07/2018 to 09/2024 due to suppress meter reading.
- Bill revision was taken in place for the period 09/2019 to 01/2024.

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 bill to be recasted from 07/2018 to 09/2024 with IMR "0" Kwh on 07/2018 and FMR "8847" Kwh on 09/2024.
- To withdraw the earlier bill revision with effect on dtd. 29.04.2024.


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
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 Santosh Kumar Mund, Repr. by Sri Dilip Bihari, At- Sanchching, Po- Chhatikuda, 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."