

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/ 2152⁽⁵⁾

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-465/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Thabira Pradhan, At-Khasbahali, Po-Nisanpur, Ps-Narla, Dist.-Kalahandi.	9034-1593-0956	91785-63213
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-	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 <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>		
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 Thabira Pradhan, At-Khasbahali, 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.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Thabira Pradhan, At-Khasbahali, 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 1 KW having consumer no- **9034-1593-0956** 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: 12/2018 to 04/2026
- 3) Date of supply: 28.10.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSU51068024
- 7) Installed on: 25.02.2026 with IMR "0"
- 8) CMR: 176 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:
 - The defective bill from 01/20 to 08/21 may be revised by taking average consumption of new meter from 05/23 to 10/23 as IMR-269 kwh and FMR-549 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 defective bill from 01/20 to 08/21 may be revised by taking average consumption of new meter from 05/23 to 10/23 as IMR-269 kwh and FMR-549 kwh.
- From 01/2020 to 08/2021 provisional / average bills have been served.

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 01/2020 to 08/2021 are to be revised by taking average of 05/2023 to 10/2023 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- 31.07.2026**.


B. NAIK
Co-Opted Member


K.K. PATNAIK
MEMBER (Fin.)


A.N. MEHER
PRESIDENT

Copy to: -

1. Sri Thabira Pradhan, At-Khasbahali, 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."