



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

### BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1074<sup>(9)</sup> Dated, the 31.05.2025

**Quorum:** Er. Anil Kumar Patra - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

|                                                                                              |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
|----------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------|-------------------------------------------|------------------------------------------------------|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--------------------------------------------------|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1                                                                                            | Case No.                                             | Complaint Case No. BPT-210/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                           |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 2                                                                                            | Complainant/s                                        | Name & Address<br>Sri Bikram Sahu, Repr. By Sri Milan Sahu, At-<br>Pipalpada, Po-Khamardha, Ps-Narla, Dist.-<br>Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Consumer No<br>9034-2102-1056                             | Contact No.<br>93488-80288 |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 3                                                                                            | Respondent/s                                         | Name<br>Sri Rudra Narayan Sahu (J.E),<br>Repr. For Sri Kamalesh Kumar Pradhan,<br>SDO Elect. Narla, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Division<br>Kalahandi East Electrical<br>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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) - |  |  |
| 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                      | <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> |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 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                                   | 06.05.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 9                                                                                            | Date of Order                                        | 31.05.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 10                                                                                           | Order in favour of                                   | Complainant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ✓ Respondent                                              | Others                     |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 11                                                                                           | Details of Compensation awarded, if any              | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                           |                            |                                                                              |                                                                                             |                                                                |                                                            |                                                                                              |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Biswanathpur**

**Appeared:**

1. **For the Complainant** – Sri Bikram Sahu, Repr. By Sri Milan Sahu, At-Pipalpada, Po-Khamardha, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Rudra Narayan Sahu (J.E), Repr. For Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL, TPWODL,

**Complaint Case No. BPT-210/2025**

Sri Bikram Sahu,  
Repr. By Sri Milan Sahu,  
At-Pipalpada, Po-Khamardha,  
Ps-Narla,  
Dist.-Kalahandi.

**Con. No.9034-2102-1056**

**COMPLAINANT**

Sri Rudra Narayan Sahu (J.E),  
Repr. For Sri Kamalesh Kumar Pradhan,  
SDO Elect. Narla,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bikram Sahu repr. by Sri Milan Sahu, At- Pipalpadar, Po-Khamardha, Ps- Narla, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during the course of hearing at camp court at Biswanathpur on dt. 06.05.2025, 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- **9034-2102-1056** under SDO Elect. Narla.
- 2) As complained by the complainant abnormal was served in the month of 08/2023.
- 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: 09/05/2025
- 2) Bill details from: 12/2018 to 04/2025
- 3) Date of supply: 16/01/2018
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No – TWB603989
- 7) Installed on: 25/12/2023 with IMR "0"
- 8) CMR: 2224 KWH on 09/04/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - Due to suppressed reading we may recast the bill from 12/2018 to 11/2023 as IMR 0 kwh and FMR 6400 kwh.

### **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 due to suppressed reading from 12/2018 to 11/2023 the abnormal bill was served.
- As per billing database some bill was served high unit consumption during the period from 12/2018 to 11/2023, which seems suppress meter reading.

### **ORDER**

**31.05.2025**

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:

- To recast the bill from 12/2018 to 11/2023 with IMR "0" Kwh on 12/2018 and FMR "6400" Kwh on 11/2023.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **June-25** by the opposite party after compliance otherwise it will be treated as non-compliance.

### **Compliance Month-June-25**

**B. NAIK**  
Co-Opted Member

**K.K. PATTNAIK**  
MEMBER (Fin.)

**A.K. PATRA**  
PRESIDENT

**Co-Opted Member**

**MEMBER FIN**

**PRESIDENT**

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1. Sri Bikram Sahu, Repr. by Sri Milan Sahu, At- Pipalpadar, Po- Khamardha, 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."**