



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/ 1476

Dated, the 29.11.2025

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

1	Case No.	Complaint Case No. BPT-580/2025																										
2	Complainant/s	Name & Address Swarapananda Dalbehera, At/Po-Lanjigarh, Via-Lanjigarh, Dist.-Kalahandi.	Consumer No 9034-2106-0530	Contact No. 99377-94330																								
3	Respondent/s	Name Sri Deep Narayan Mahanta (Officer RCM), 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><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	15.11.2025																										
9	Date of Order	29.11.2025																										
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: Lanjigarh

Appeared:

1. **For the Complainant** – Swarapananda Dalbehera, At/Po-Lanjigarh, Via-Lanjigarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deep Narayan Mahanta (Officer RCM), Repr. For Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Swarapananda Dalbehera, At/Po-Lanjigarh, Via-Lanjigarh, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Lanjigarh on dt. 15.11.2025, 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- **9034-2106-0530** under SDO Elect. Narla.
- 2) As complained by the complainant that abnormal excess bills were served in the month of 09/2024 to 02/2025.
- 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: 15.11.2025
- 2) Bill details from: 01/2013 to 10/2025
- 3) Date of supply: 10.01.2013
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51254406
- 7) Installed on: 18.03.2025 with IMR "0"
- 8) CMR: 1574 KWH on 15.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - The defective bill from 09/2024 to 02/2025 may be revised by taking six-month average consumption of new meter from 04/2025 to 09/2025 as IMR "179" KwH and 09/2025



FMR "1358" 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 09/2024 to 02/2025 may be revised by taking six-month average consumption of new meter from 04/2025 to 09/2025 as IMR "179" KWh and 09/2025 FMR "1358" KWh.
- From 09/2024 to 02/2025 provisional / average bills have been served.

ORDER

29.11.2025

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 bills served from 09/2024 to 02/2025 are to be revised by taking average of six 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- 31.12.2025**.


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. Swarapananda Dalbehera, At/Po-Lanjigarh, Via-Lanjigarh, 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."