



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/ 1820⁰⁹

Dated, the 09.03.2026

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

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|----|--|---|---|-------------------------------------|
| 1 | Case No. | Complaint Case No. BPT-43/2026 | | |
| 2 | Complainant/s | Name & Address Sri Mangi Majhi, Repr. By Sri Chitaranjan Bag, At/Po-Lanjigarh, Via-Lanjigarh, Dist.- Kalahandi. | Consumer No 9034-2106-0947 | Contact No. 99373-45933 |
| 3 | Respondent/s | Name 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 | <input checked="" type="checkbox"/> |
| | | 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) 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 | | |
| 8 | Date(s) of Hearing | 19.01.2026 | | |
| 9 | Date of Order | 09.03.2026 | | |
| 10 | Order in favour of | Complainant | <input checked="" type="checkbox"/> Respondent | <input type="checkbox"/> Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |



Place of Hearing: Biswanathpur

Appeared:

1. **For the Complainant** – Sri Mangi Majhi, Repr. By Sri Chitaranjan Bag, At/Po-Lanjigarh, Via-Lanjigarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Mangi Majhi, Repr. By Sri Chitaranjan Bag, 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 Biswanathpur on dt. 19.01.2026, 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- **9034-2106-0947** under SDO Elect. Narla.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 03/2023.
- 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: 23.02.2026
- 2) Bill details from: 12/2018 to 01/2026
- 3) Date of supply: 12.12.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWB154446
- 7) Installed on: 24.01.2025 with IMR "0"
- 8) CMR: 593 KWH on 23.02.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per the certificate was given by the AOC, Biswanathpur & SDO, Narla, we may revise the suppress bill from 3/22 to 11/23 as IMR-0 kwh and FMR-2255 kwh. The



defective bill from 12/18 to 11/20 may be revised by taking average of new meter from 7/25 to 12/25 as IMR-288 kwh and FMR-565 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 as per the certificate was given by the AOC, Biswanathpur & SDO, Narla, we may revise the suppress bill from 3/22 to 11/23 as IMR-0 kwh and FMR-2255 kwh. The defective bill from 12/18 to 11/20 may be revised by taking average of new meter from 7/25 to 12/25 as IMR-288 kwh and FMR-565 kwh.
- From 12/2018 to 10/2021 provisional / average bills have served.
- Some bill was served abnormally from 03/2022 to 11/2023 due to suppress meter reading.

ORDER

09.03.2026


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 08/2019 to 07/2021 (2 years) are to be revised by taking average of 08/2025 to 01/2026 consecutive billing of new meter.
- To recast the bill from {0/202} to 11/2023 with IMR "0" KwH and FMR "2255" 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- 30.04.2026**.


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