



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 14715

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-570/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Gangadhar Behera, At-Binayakpur, Po- Pokharibandh, Dist.-Kalahandi.		9034-2109-0169	95564-20801	
3	Respondent/s	Name Sri Deep Narayan Mahanta (Officer RCM), Repr. For Sri Kamlesh Kumar Padhan, SDO Elect. Narla, TPWODL.		Division Kalahandi East Electrical Division, TPWODL		
4	Date of Application	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) <u>155</u> 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	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** – Sri Gangadhar Behera, At-Binayakpur, Po-Pokharibandh, 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 Sri Gangadhar Behera, At-Binayakpur, Po-Pokharibandh, 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 0.04 KW having consumer no- **9034-2109-0169** under SDO Elect. Narla.
- 2) As complained by the complainant that the connected wad is 0.04 KW but the fixed charge claimed Rs.420 per month.
- 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: 04/2012 to 10/2025
- 3) Date of supply: 08.03.2012
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – TWB601188
- 7) Installed on: 16.12.2023 with IMR "0"
- 8) CMR: 1119 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 MD should be reset from 11/2025 and the fixed charges from 04/2025 onwards to be revised as pre prevailing rates charged. 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 MD should be reset from 11/2025 and the fixed charges from 04/2025 onwards to be revised as pre prevailing rates charged.
- MD raised abnormally accordingly fixed charges increase.

### **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:

- To reset MD & revise the fixed charges as per prevailing rate from 04/2025 onwards.
- 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*  
B. NAIK  
Co-Opted Member

*Co-Opted Member*  
Co-Opted Member  
GRF, Bhawanipatna

*K. K. PATTNAIK*  
K. K. PATTNAIK  
MEMBER (Fin.)  
MEMBER FIN  
GRF, Bhawanipatna

*A. N. MEHER*  
A. N. MEHER  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Gangadhar Behera, At-Binayakpur, Po-Pokharibandh, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**