



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/ 1722⁽⁹⁾

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-45/2026		
2	Complainant/s	Name & Address Sri Laxman Maharana, Repr. By Samira Maharana, At/Po-Bandhapari, Via-Biswanathpur, Dist.-Kalahandi.	Consumer No 9034-2116-0152	Contact No. 93379-75602
3	Respondent/s	Name Sri Kamallesh 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) <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	19.01.2026		
9	Date of Order	23.02.2026		
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 Laxman Maharana, Repr. By Samira Maharana, At/Po-Bandhapari, Via-Biswanathpur, 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 Laxman Maharana, Repr. By Samira Maharana, At/Po-Bandhapari, Via-Biswanathpur, 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 2.50 KW having consumer no- 9034-2116-0152 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:19.01.2026
- 2) Bill details from: 02/2001 to 12/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2.50 KW
- 6) Meter No – 300044215
- 7) Installed on: 04.04.2023 with IMR "0"
- 8) CMR: 6475 KWH on 19.01.2026
- 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 recast the suppressed reading bill from 12/2014 to 07/2022 as IMR-0 kwh and FMR-5556 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 recast the suppressed reading bill from 12/2014 to 07/2022 as IMR-0 kwh and FMR-5556 kwh.
- From 04/2019 to 03/2022 provisional / average bills have been served.
- Some bill was served abnormally from 12/2014 to 07/2022 due to suppressed meter reading.

ORDER

23.02.2026

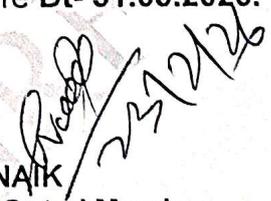
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

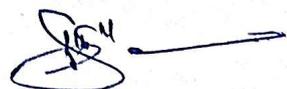
- The bills served from 05/2002 to 04/2004 are to be revised by taking average of 05/2004 to 10/2004 consecutive billing of new meter.
- To recast the bill from 12/2014 to 07/2022 with IMR "0" Kwh and FMR "5556" Kwh.
- Any adjustments made during the revision period are also be taken into consideration / 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- 31.03.2026**.


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

Copy to: -

1. Sri Laxman Maharana, Repr. By Samira Maharana, A/Po-Bandhapari, Via-Biswanathpur, Dist.-Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.