



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/ 1309/2025

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-399/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Barun Behera, Repr. By Sri Mithun Behera, At-Pajibahal, Po-Bengaon, Via-Biswanathpur Dist.-Kalahandi.		9034-1211-0342	96682-85653
3	Respondent/s	Name Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.		Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="flex: 1;"> <p>1. Agreement/Termination</p> <p>3. Classification/Reclassification of Consumers</p> <p>5. Disconnection / Reconnection of Supply</p> <p>7. Interruptions</p> <p>9. New Connection</p> <p>11. Security Deposit / Interest</p> <p>13. Transfer of Consumer Ownership</p> <p>15. Others (Specify) –</p> </div> <div style="flex: 1;"> <p>2. Billing Disputes</p> <p>4. Contract Demand / Connected Load</p> <p>6. Installation of Equipment & apparatus of Consumer</p> <p>8. Metering</p> <p>10. Quality of Supply & GSOP</p> <p>12. Shifting of Service Connection & equipment's</p> <p>14. Voltage Fluctuations</p> </div> <div style="flex: 1; text-align: right;"> <input checked="" type="checkbox"/> </div> </div>			
5	In the matter of-				
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	<p>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></p> <p>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</p> <p>3. OERC Conduct of Business) Regulations,2004; Clause</p> <p>4. Odisha Grid Code (OGC) Regulation,2006; Clause</p> <p>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</p> <p>6. Others</p>			
8	Date(s) of Hearing	13.09.2025			
9	Date of Order	13.10.2025			
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: Narla

Appeared:

1. **For the Complainant** – Sri Barun Behera, Repr. By Sri Mithun Behera, At-Pajibahal, Po-Bengaon, Via-Biswanathpur Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamal Kumar Padhan, SDO Elect. Narla, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Barun Behera, Repr. By Sri Mithun Behera, At-Pajibahal, Po-Bengaon, 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 Narla on dt. 13.09.2025, 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- 9034-1211-0342 under SDO Elect. Narla.
- 2) As complained by the complainant that the 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: 18/09/2025
- 2) Bill details from: 10/2012 to 07/2025
- 3) Date of supply: 02.08.2012
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – TW02090332
- 7) Installed on: 28.07.2023 with IMR “0”
- 8) CMR: 276 KWH on 18/09/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
 - As per PVR given by ESO, Biswanathpur the present CMR of the consumer is 276 Kwh on dated 18.09.2025. but in the bill it is 1247 Kwh, so we may recast the bill from 07/2023 to 08/2025 as IMR “0” Kwh and FMR “276” 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 PVR given by ESO, Biswanathpur the present CMR of the consumer is 276 KwH on dated 18.09.2025. but in the bill it is 1247 KwH, so we may recast the bill from 07/2023 to 08/2025 as IMR "0" KwH and FMR "276" KwH.
- There is no scope for bill revision, bill revision already take in place.

ORDER

13.10.2025

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:

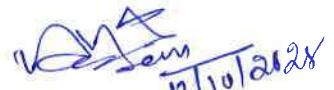
- As there is no scope for bill revision, the case is hereby **dropped**.


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 Barun Behera, Repr. By Sri Mithun Behera, At-Pajibahal, Po-Bengaon, Via-Biswanathpur 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."