



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 12755

Dated, the 31.10.2025

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

1	Case No.	Complaint Case No. BPT-493/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Sri Balista Patra, At-Mankadakhola, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi.	9034-2404-0246	95566-95884		
3	Respondent/s	Name Sri Silu Seth (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-	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) –				
		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	22.10.2025				
9	Date of Order	31.10.2025				
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: Madanpur

Appeared:

1. For the Complainant – Sri Balista Patra, At-Mankadakhola, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi.
2. For the Respondent – Sri Silu Seth (Officer-RCM), Repr. For Sri Kamalesh Kumar Padhan, SDO Elect. Narla, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Balista Patra, At-Mankadakhola, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Madanpur on dt. 22.10.2025, 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- 9034-2404-0246 under SDO Elect. Narla.
- 2) As complained by the complainant that bill 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: 23.10.2025
- 2) Bill details from: 12/2018 to 09/2025
- 3) Date of supply: 12.12.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST1779135
- 7) Installed on: 05.12.2024 with IMR "0"
- 8) CMR: 261 KWH on 23.10.2025
- 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 the certificate given by the ESO/SDO, there is no power supply of the above consumer from 12/2018 to 12/2019. So, we may withdraw yhe total bill of the said



period. 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 given by the ESO/SDO, there is no power supply of the above consumer from 12/2018 to 12/2019. So, we may withdraw the total bill of the said period.
- From 12/2018 to 06/2020 provisional / average bills have been served.
- Some bill was served abnormally from 07/2020 to 05/2024 due to suppressed meter reading.

#### **ORDER**

**31.10.2025**

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:

- To recast the bill from 07/2020 to 05/2024 with IMR "0" KwH and FMR "389" KwH.
- No power supply period from 12/2018 to 12/2019 to be withdrawn as certified by JE/SDO/EE.
- Any adjustments made during the revision period are also to 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- 30.11.2025**.

*Reeved 31/10/25*  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna  
Copy to:-

*31/10/25*  
**K.K. PATTNAIK**  
MEMBER (Fin.)

**MEMBER FIN**  
GRF, Bhawanipatna

*31/10/25*  
**A.N. MEHER**  
PRESIDENT  
**PRESIDENT**  
GRF, Bhawanipatna

1. Sri Balista Patra, At-Mankadakhola, Po-Bamak, Ps-M. Rampur, Dist.-Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

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**"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."**