



8 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/ 1749^S

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-751/2025																		
2	Complainant/s	Name & Address Sri Paramananda Sahu, At-Indramal, Po-Ghantamal, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-2894	Contact No. 78479-13420																
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasis Panda, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																	
4	Date of Application																			
5	In the matter of-	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipment's</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">15. Others (Specify) –</td> </tr> </table>			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) –	
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6	Section(s) of Electricity Act, 2003 involved																			
7	OERC Regulation(s) with Clauses	<table style="width: 100%; border: none;"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u> </u></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause <u> </u></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u> </u></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u> </u></td> </tr> <tr> <td>6. Others <u> </u></td> </tr> </table>			1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u> </u>	3. OERC Conduct of Business) Regulations,2004; Clause <u> </u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u> </u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u> </u>	6. Others <u> </u>										
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8	Date(s) of Hearing	19.12.2025																		
9	Date of Order	23.02.2026																		
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: Chhatikuda

Appeared:

1. **For the Complainant** – Sri Paramananda Sahu, At-Indramal, Po-Ghantamal, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasis Panda, EE, KEED, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Paramananda Sahu, At-Indramal, Po-Ghantamal, Ps-Narla, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Chhatikuda on dt. 19.12.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.30 KW having consumer no- **9030-0101-2894** under EE, KEED, Bhawanipatna.
- 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 (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 26.12.2025
- 2) Bill details from: 03/2014 to 11/2025
- 3) Date of supply: 14.08.2013
- 4) Category: LT/Irrigation
- 5) Connected Load: 2.30 KW
- 6) Meter No – TPU042970
- 7) Installed on: 19.08.2022 with IMR "0"
- 8) CMR: 8092 KWH on 26.12.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - We may recast the suppressed meter reading from 08/2013 to 02/2022 as IMR-0 kwh and FMR-8092 kwh. To withdraw the bill revision on dated 26.07.2023, 12.09.2023 &



18.05.2024. 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 We may recast the suppressed meter reading from 08/2013 to 02/2022 as IMR-0 kwh and FMR-8092 kwh. To withdraw the bill revision on dated 26.07.2023, 12.09.2023 & 18.05.2024.
- Some bill was served abnormally from 08/2013 to 11/2025 due to suppress meter reading.

ORDER 23.02.2026

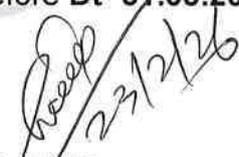
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To recast the bill from 08/2013 to 02/2022 with IMR "0" Kwh and FMR "18924" Kwh.
- To recast the bill from 07/2022 to 11/2025 with IMR "0" Kwh and FMR "8092" Kwh.
- To withdraw the earlier bill revision was effect on dt-26.07.2023 & dt-12.09.2023 & dt-18.05.2024.
- 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
GRIEF Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRIEF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRIEF, Bhawanipatna



Copy to: -

1. Sri Paramananda Sahu, At-Indramal, Po-Ghantamal, Ps-Narla, Dist.-Kalahandi.
2. EE, KEED, Bhawanipatna, 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.”

GRE BHAWANIPATNA