



# 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/ 11135

Dated, the 30.07.2025

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

1	Case No.	Complaint Case No. BPT-255/2025																										
2	Complainant/s	Name & Address Sri Mrugaraj Pradhan, Repr. By Sri Jayaprakash Pradhan, At-Lamsingha, Po-Godhabandha, Ps-Narla, Dist.-Kalahandi.	Consumer No 9030-0101-2921	Contact No. 63707-32820																								
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table border="1"> <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	16.07.2025																										
9	Date of Order	30.07.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Narla**

**Appeared:**

1. **For the Complainant** – Sri Mrugaraj Pradhan, Repr. By Sri Jayaprakash Pradhan, At-Lamsingha, Po-Godhabandha, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Mrugaraj Pradhan, Repr. By Sri Jayaprakash Pradhan, At-Lamsingha, Po-Godhabandha, 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 Narla on dt. 16.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1` KW having consumer no- **9030-0101-2921** under EE, KEED, Bhawanipatna .
- 2) As complained by the complainant that the Provisional /Average billing from 05/2020 to 04/2022.
- 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 withdraw 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: 18/07/2025
- 2) Bill details from: 06/2014 to 06/2025
- 3) Date of supply: 29/01/2014
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 1 KW
- 6) Meter No – TPU023365
- 7) Installed on: 09/05/2022 with IMR "0"
- 8) CMR: 1645 KWH on 18/07/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The defective billing from 05/2020 to 04/2022 may be revised by taking average reading of 12 months from 05/2022 to 04/2023 i.e., IMR "0" KwH and FMR "733" 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 the defective billing from 05/2020 to 04/2022 may be revised by taking average reading of 12 months from 05/2022 to 04/2023 i.e., IMR "0" Kwh and FMR "733" Kwh.
- From 01/2014 to 11/2022 Provisional/ Average bills have been served.
- Meter no. TPU023365 had been installed on dt.09/05/2022 and the CMR is "1645" Kwh as on dt.18/07/2025.

### **ORDER**

**30.07.2025**

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:

- The bills served from 05/2020 to 04/2022 (2years) are to be revised by taking IMR "0" Kwh on 05/2022 and FMR "733" Kwh on 04/2023.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by **August-25** by the opposite party after compliance otherwise it will be treated as non-compliance.

### **Compliance Month-August-25**

**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**

1. Sri Mrugaraj Pradhan, Repr. By Sri Jayaprakash Pradhan, At-Lamsingha, Po-Godhabandha, 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."**