

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/ 1376^(cs)

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-499/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Pramod Kumar Sahu, At/Po-Risida, Ps-Risida, Dist.-Kalahandi.		9030-0101-3826	96686-10912	
3	Respondent/s	Name		Division		
		Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.		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 Pramod Kumar Sahu, At/Po-Risida, Ps-Risida, Dist.- Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Pramod Kumar Sahu, At/Po-Risida, Ps-Risida, 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/Irrigation supply with CD of 1.50 KW having consumer no- 9030-0101-3826 under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that excess provisional bills were served.
- 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: 27.10.2025
- 2) Bill details from: 02/2019 to 09/2025
- 3) Date of supply: 10.07.2018
- 4) Category: LT/Irrigation
- 5) Connected Load: 1.50 KW
- 6) Meter No – TPU016572
- 7) Installed on: 26.03.2022 with IMR “0”
- 8) CMR:
- 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 period bill from 03/2020 to 02/2022 may be revised by taking average consumption of 12 months of new meter from 03/2022 to 02/2023. 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 period bill from 03/2020 to 02/2022 may be revised by taking average consumption of 12 months of new meter from 03/2022 to 02/2023
- From 02/2019 to 02/2022 provisional / average bill have been served.

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:

- The bills served from 03/2020 to 02/2022 are to be revised by taking average of 1-year consecutive billing of new meter.
- 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- 30.11.2025.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

Copy to: -

1. Sri Pramod Kumar Sahu, At/Po-Risida, Ps-Risida, Dist.-Kalahandi.
2. EE, KEED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

"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: Bhoi Nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."