



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 1196

Dated, the 30.08.2025

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

1	Case No.	Complaint Case No. BPT-344/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Biseswar Padhan, Repr. By Sri Prakash Pradhan, At/Po-Ghodabandha, Ps-Narla, Dist.-Kalahandi.	9030-0101-4046		
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				
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 <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>			
8	Date(s) of Hearing	18.08.2025			
9	Date of Order	30.08.2025			
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 Biseswar Padhan, Repr. By Sri Prakash Pradhan, At/Po- Ghodabandha, 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 Biseswar Padhan, Repr. By Sri Prakash Pradhan, At/Po- Ghodabandha, 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. 18.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- **9030-0101-4046** under EE, KEED, Bhawanipatna .
- 2) As complained by the complainant that some abnormal average / 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 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: 20/08/2025
- 2) Bill details from: 08/2019 to 07/2025
- 3) Date of supply: 27/05/2018
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load 4 KW
- 6) Meter No – 10045953
- 7) Installed on: 01/08/2024 with IMR "0"
- 8) CMR: 873 KWH on 20/08/2025
- 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 bill revision from 09/2019 to 08/2021 may be revised by taking average of new meter from 08/2024 to 07/2025 as IMR "0" KWH and FMR "873" 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 bill revision from 09/2019 to 08/2021 may be revised by taking average of new meter from 08/2024 to 07/2025 as IMR "0" KWH and FMR "873" KWH. /-.
- From 08/2019 to 08/2021 provisional / average bills have been served.

### **ORDER**

**30.08.2025**

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 09/2019 to 08/2021 (2 Year) are to be revised <sup>taking</sup> by average of six consecutive billing of new meter.

The case is disposed of accordingly.

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

### **Compliance Month-September-25**

  
B. NAIK  
Co-Opted Member

  
K.K. PATTNAIK  
MEMBER (Fin.)

  
A.N. MEHER  
PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna

Copy to:

1. Sri Biseswar Padhan, Repr. By Sri Prakash Pradhan, At/Po-Ghodabandha, 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."