



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/ 1908^(S) Dated, the 31.03.2026

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

1	Case No.	Complaint Case No. BPT-199/2026		
2	Complainant/s	Name & Address Sri Mohammed Razak, Repr. By Aziman Begum, At-Mahabirpada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1110-0335	Contact No. 95561-77033
3	Respondent/s	Name Sri Susanta Sekhar Barik, SDO Elect. No-I, 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 _____ 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	06.03.2026		
9	Date of Order	31.03.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: SDO No-I, BPT

Appeared:

1. **For the Complainant** – Sri Mohammed Razak, Repr. By Aziman Begum, At-Mahabirpada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Susanta Sekhar Barik, SDO Elect. No-I, Bhawanipatna, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Mohammed Razak, Repr. By Aziman Begum, At-Mahabirpada, Po/Ps-Bhawanipatna, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at SDO No-I, BPT on dt. 06.03.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 4 KW having consumer no- **9035-1110-0335** under SDO Elect. No-I, Bhawanipatna.
- 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. No-I, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 25.03.2026
- 2) Bill details from: 12/2019 to 01/2026
- 3) Date of supply: 07.09.2004
- 4) Category: LT/Domestic
- 5) Connected Load: 4 KW
- 6) Meter No – TPWODL1035644
- 7) Installed on: 28.08.2022 with IMR "0"
- 8) CMR: 13669 KwH on Dt- 25.03.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No-I, Bhawanipatna as follows:
 - PL and AV bill served from the month 01/2020 to 06/2022. 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 PL and AV bill served from the month 01/2020 to 06/2022.
- From 07/2020 to 06/2022 provisional / average bills have been served.
- Some bill was served abnormally from 08/2022 to 01/2026 due to suppress meter reading.

ORDER

31.03.2026

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:

- The bills served from 07/2020 to 06/2022 are to be revised by taking average of 08/2025 to 01/2026 of new meter.
- To recast the bill from 08/2022 to 01/2026 with IMR "0" KwH and FMR "4580" KwH.
- 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- 30.04.2026**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTAIAK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Mohammed Razak, Repr. By Aziman Begum, At-Mahabirpada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. SDO Elect. No-I, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.