



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/ 1267^{CS}

Dated, the 22.09.2025

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

1	Case No.	Complaint Case No. BPT-382/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Tapan Kumar Dash, Repr. By Sri Tribijaya Badjena, At-R.R.T.T.S Colony (Arkabahali Pada), Po/Ps-Bhawanipatna, Dist.-Kalahandi.		9035-1121-0407	79784-29892																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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><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</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</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	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																		
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8	Date(s) of Hearing	09.09.2025																											
9	Date of Order	22.09.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: No-I, BPT

Appeared:

1. **For the Complainant** – Sri Tapan Kumar Dash, Repr. By Sri Tribijaya Badjena, At-R.R.T.T.S Colony (Arkabahali Pada), Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Susanta Sekhar Barik, SDO Elect. No-I, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Tapan Kumar Dash, Repr. By Sri Tribijaya Badjena, At-R.R.T.T.S Colony (Arkabahali Pada), 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 No-I, BPT on dt. 09.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9035-1121-0407** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that some abnormal bills were served from 06/2009 to 09/2009.
- 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: 20/09/2025
- 2) Bill details from: 02/2001 to 07/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51036386
- 7) Installed on: 13.09.2023 with IMR "0"
- 8) CMR: 1760 KWH on 20/09/2025
- 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:
 - This is a Govt. Qr. having domestic connection in the name of last occupant Tapan Kumar Dash bearing consumer no. 9035-1121-0407 who get NDC after payment of

final bill incumbency period. Arrear Rs.5093.07 shown in billing data at the time of occupation of new occupant Sri Tribijaya Badajena hence security deposit amount cannot be allowed to the consumer. 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 This is a Govt. Qr. having domestic connection in the name of last occupant Tapan Kumar Dash bearing consumer no. 9035-1121-0407 who get NDC after payment of final bill incumbency period. Arrear Rs.5093.07 shown in billing data at the time of occupation of new occupant Sri Tribijaya Badajena hence security deposit amount cannot be allowed to the consumer.
- Some bill was served abnormally from 02/2001 to 05/2013 due to suppress meter reading.
- Meter no.TWSP51036386 had been installed on dt-13.09.2023 and the CMR is 1760 Kwh as on dt-20.09.2025

ORDER

22.09.2025

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:

- To recast the bill from 02/2001 to 05/2013 with IMR "0" Kwh on 02/2001 and FMR "17361" Kwh on 05/2013.

The case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.10.2025**.



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

Copy to: -

1. Sri Tapan Kumar Dash, Repr. By Sri Tribijaya Badjena, At-R.R.T.T.S Colony (Arkabahali Pada), 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.

“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.”