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/

DIAN IN

Dated, the 30.08-2025

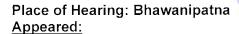
Er. Achyutananda Meher Sri Kamala Kanta Pattnaik Sri Bhairaba Naik

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President
Member (Finance)

Co-Opted Member

1	Case No.	Complaint Case No. BPT-299/2025					
		Name & Address		Consumer No	Contact No.		
2	Complainant/s	Sri Kurukhetra Bemal, At-Ram Mandir Pada, Po/Ps-Bhawanipatna, DistKalahandi.		9035-1401-0369	76849-41956		
3	Respondent/s				Division lahandi East Electrical Division, TPWODL		
4	Date of Application	ACCURATION OF THE PROPERTY OF					
	In the matter of-	1. Agreement/Termination	2. Billi	ing Disputes √			
		Classification/Reclassification of Consumers		4. Contract Demand / Connected Load			
		5. Disconnection / Reconnection of Supply	арр	6. Installation of Equipment & apparatus of Consumer			
5		7. Interruptions		8. Metering			
5		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 Electri	icity Act, 2003 involved					
7	OERC Regulation(s) with Clauses	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;					
	A Company	Clause					
	1 100	4. Odisha Grid Code (OGC) Regulation,2006; Clause					
	- No. 1	Clause					
		6. Others					
8	Date(s) of Hearing	07.08.2025					
9	Date of Order	30.08.2025					
10	Order in favour of	Complainant √ Respondent Others					
11		s of Compensation Nil					



- 1. For the Complainant Sri Kurukhetra Bemal, At-Ram Mandir Pada, 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 Kurukhetra Bemal, At-Ram Mandir 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 Bhawanipatna on dt. 07.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 0.50 KW having consumer no- 9035-1401-0369 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: 30/08/2025

2) Bill details from: 01/2009 to 07/2025

3) Date of supply: 28.08.2008

4) Category: LT/GP

5) Connected Load: 0.50 KW

6) Meter No - TPWODL1030226

7) Installed on: 24.06.2022 with IMR "0"

8) CMR: 6331 KwH on 30/08/2025

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:

• PL bills are served from 06/2009 to 12/2012 average bills are served fro 12/2013 to 04/2015 and 11/2021 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 the PL bills are served from 06/2009 to 12/2012 average bills are served fro 12/2013 to 04/2015 and 11/2021 to 06/2022
- From 08/2008 to 05/2012 provisional / average supress bills have been served.
- Meter no. TPWODL1030226 had been installed on dt. 06/2022.

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 06/2012 to 02/2013 are to be revised by taking average of six consecutive billing of meter no-8135936.
- To recast the bill from 08/2008 to 05/2012 with IMR "0" KwH on 08/2008 and FMR "2712" KwH on 05/2012.

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

Co-Opted Member

Co-Opted Mamber GRF, Bhamanipatna K.K. PATTNAIK MEMBER (Fin.)

MEMBER FIN

GRF, Bhawanipatna

PRESIDENT

PRESIDENT GRF, Bhawanipatna

Copy to: -

- 1. Sri Kurukhetra Bemal, At-Ram Mandir 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."