



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
 KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 1503^{CS} Dated, the 04.12.2025

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

1	Case No.	Complaint Case No. BPT-587/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Smt Runi Sahu, At-Housing Bord Colony, Po-Paramanandapur, Ps-Bhawanipatna, Dist.-Kalahandi.	9035-1402-0102	
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	<input checked="" type="checkbox"/>
		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	17.11.2025		
9	Date of Order	04.12.2025		
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: SDO No-I, BPT

Appeared:

1. **For the Complainant** – Smt Runi Sahu, At-Housing Bord Colony, Po-Paramanandapur, 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 Smt Runi Sahu, At-Housing Bord Colony, Po-Paramanandapur, 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. 17.11.2025, 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- **9035-1402-0102** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that some abnormal excess actual bills were served in the month of 04/2018, 05/2020 and 05/2021.
- 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:24.11.2025
- 2) Bill details from: 03/2002 to 10/2025
- 3) Date of supply: 15.03.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51035902
- 7) Installed on: 04.10.2023 with IMR "0"
- 8) CMR: 1885 KwH on Dt-24.11.2025
- 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:



- AV bill served from the month 03/2002 to 08/2011. AV bill served from 08/2021 to 07/2023 already revised and Rs. 9445.61 credited from consumer account. 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 AV bill served from the month 03/2002 to 08/2011. AV bill served from 08/2021 to 07/2023 already revised and Rs. 9445.61 credited from consumer account.
- From 03/2002 to 08/2011 provisional / average bills have been served.
- Some bill was served abnormally from 09/2011 to 07/2021 due to suppress meter reading.

ORDER

04.12.2025

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 10/2004 to 09/2006 are to be revised by taking average of 10/2015 to 03/2016 consecutive billing of new meter.
- To recast the bill from 09/2011 to 07/2021 with IMR "0" kWh and FMR "22369" 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- 31.12.2025**.


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. Smt Runi Sahu, At-Housing Bord Colony, Po-Paramanandapur, 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.”

GRF BHAWANIPATNA