



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/ 1750⁹

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-02/2026																										
2	Complainant/s	Name & Address Smt Nirupama Panda, Repr. By Birakrishna Panda, At-Shaktinagar Pada, Po/Ps- Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1403-0883	Contact No. 96685-02386																								
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) –		
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	<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 <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <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>																		
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	08.01.2026																										
9	Date of Order	23.02.2026																										
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** – Smt Nirupama Panda, Repr. By Birakrishna Panda, At-Shaktinagar 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 Smt Nirupama Panda, Repr. By Birakrishna Panda, At-Shaktinagar 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 SDO No-I, BPT on dt. 08.01.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9035-1403-0883** 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: 21.01.2026
- 2) Bill details from: 09/2018 to 12/2025
- 3) Date of supply: 01.08.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51311796
- 7) Installed on: 11.11.2025 with IMR "0"
- 8) CMR: 47 KwH on Dt- 21.01.2026
- 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:
 - AV and PL bill served from the month of 09/2018 to 07/2022. 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 AV and PL bill served from the month of 09/2018 to 07/2022.
- From 12/2020 to 07/2022 provisional / average bills have been served.
- Some bill was served abnormally from 10/2025 to 01/2026 due to suppress meter reading.

ORDER

23.02.2026

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 08/2020 to 07/2022 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 10/2025 to 01/2026 with IMR "0" Kwh and FMR "63" 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- 31.05.2026**.


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 Nirupama Panda, Repr. By Birakrishna Panda, At-Shaktinagar 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."