

# 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/ 1246/2025

Dated, the 30.10.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-470/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Smt Lili Dungdung, Repr. By Sri Gloria Mallik, At-JorePada, Po/Ps-Bhawanipatna, Dist.- Kalahandi.		9035-1404-0335	84559-78918		
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	13.10.2025					
9	Date of Order	30.10.2025					
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** – Smt Lili Dungdung, Repr. By Sri Gloria Mallik, At-JorePada, 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 Smt Lili Dungdung, Repr. By Sri Gloria Mallik, At-JorePada, 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. 13.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 3 KW having consumer no- **9035-1404-0335** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that some abnormal high actual bills were served for the month of 04/2022 and 10/2023.
- 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: 24.10.2025
- 2) Bill details from: 05/2016 to 09/2025
- 3) Date of supply: 08.05.2016
- 4) Category: LT/Domestic
- 5) Connected Load: 3 KW
- 6) Meter No – WCV46000
- 7) Installed on: 08.05.2016 with IMR “0”
- 8) CMR: 21378 Kwh on 24.10.2025
- 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 in the month of 12/2019 and PL bills are adjusted after every AC billing. 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 AV bill served in the month of 12/2019 and PL bills are adjusted after every AC billing.
- Some bill was served abnormally from 05/2016 to 08/2025 due to suppressed meter reading.

### ORDER

30.10.2025

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 05/2016 to 08/2025 with IMR "0" KwH and FMR "21178" KwH.
- Any adjustments made during the revision period are also to 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- 30.11.2025.

*On behalf of 30/10/25*  
**B. NAIK**  
 Co-Opted Member  
**Co-Opted Member**  
**GRF, Bhawanipatna**

*Signature*  
**K.K. PATTNAIK**  
 MEMBER (Fin.)  
**MEMBER FIN**  
**GRF, Bhawanipatna**

*Signature*  
**A.N. MEHER**  
 PRESIDENT  
**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

1. Smt Lili Dungdung, Repr. By Sri Gloria Mallik, At-JorePada, 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."