



33 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/ 2B5

Dated, the 10.06.2026

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-408/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Sudesh Kumar Padhi, At/Po-Deypur, Via-Bhawanipatna, Dist.-Kalahandi.		9035-1408-0133	78942-51454																								
3	Respondent/s	Name		Division																									
		Sri Susanta Sekhar Barik, SDO Elect. No-I, Bhawanipatna, TPWODL.		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) 155</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) 155	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																		
1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155																													
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	06.05.2026																											
9	Date of Order	10.06.2026																											
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** – Sri Sudesh Kumar Padhi, At/Po-Deypur, Via-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 Sudesh Kumar Padhi, At/Po-Deypur, Via-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. 06.05.2026, 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- **9035-1408-0133** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 07/2022.
- 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: 15.05.2026
- 2) Bill details from: 01/2014 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – LW096853
- 7) Installed on: 11.01.2019 with IMR "0"
- 8) CMR: 1 Kwh on Dt- 15.05.2026
- 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 bills are served during period 04/2014 to 01/2019. 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 bills are served during period 04/2014 to 01/2019.
- From 04/2014 to 12/2018 provisional / average bills have been served.
- Some bill was served abnormally from 11/2001 to 01/2006 & 05/2006 to 03/2014 & 01/2019 to 12/2023 due to suppress meter reading.

ORDER

10.06.2026

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 01/2017 to 12/2018 are to be revised by taking average of 07/2023 to 12/2023 consecutive billing of new meter.
- To recast the bill from 11/2001 to 01/2006 with IMR "0" Kwh and FMR "1875" Kwh.
- To recast the bill from 05/2006 to 03/2014 with IMR "0" Kwh and FMR "5331" Kwh.
- To recast the bill from 01/2019 to 12/2023 with IMR "0" Kwh and FMR "2301" 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- 31.07.2026**.


B. NAIK
Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Sudesh Kumar Padhi, At/Po-Deypur, Via-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."