GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA KALAHANDI-766001, TEL/FAX: -06670 - 230012 E-маіL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

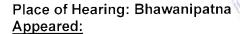
Memo No. GRF/BPT/Order/__1205(5)

Dated, the 30.0%, 2025

Er. Achyutananda Meher Sri Kamala Kanta Pattnaik Sri Bhairaba Naik

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

1 :4:	Case No.	Complaint Case No. BPT-295/2025				
		Name & Address		Consumer No Contact I		No.
2	Complainant/s	Sri Durga Charan Mohanty, At- Bahadurbagichapada, Po/Ps-Bhawanipatna, DistKalahandi.		9035-1412-0037	73259-45817	
3	Respondent/s	Name Sri Susanta Sekhar Barik, SDO Elect. No-I, Bhawanipatna, TPWODL.		Division Kalahandi East Electrical Division, TPWODL		al
4	Date of Application		Second 7			71.
	In the matter of-	1. Agreement/Termination	2. Billi	ng Disputes		
5		3. Classification/Reclassification of Consumers	Loa	4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply	арр	5. Installation of Equipment & apparatus of Consumer		
		7. Interruptions	8. Met			
		9. New Connection		uality of Supply & GSOP		
		11. Security Deposit / Interest		12.Shifting of Service Connection & equipment's		
		13. Transfer of Consumer Ownership	14.Volt	14. Voltage Fluctuations		
		15. Others (Specify) –				
6	Section(s) of Electri	icity Act, 2003 involved				
7	OERC Regulation(s) with	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155				
	Clauses	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	07.08.2025				
9	Date of Order	30.08.2025				
10	Order in favour of	Complainant √ Respondent Others				
11	Details of Con awarded, if any.	npensation Nil				



- 1. **For the Complainant** Sri Durga Charan Mohanty, At-Bahadurbagichapada, 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 Sri Durga Charan Mohanty, At-Bahadurbagichapada, 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/Domestic supply with CD of 1 KW having consumer no- 9035-1412-0037 under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant bills 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: 01/2016 to 08/2025

3) Date of supply: 01.01.1990

4) Category: LT/Domestic

5) Connected Load: 1 KW

6) Meter No - LW148907

7) Installed on: 14.12.2019 with IMR "0"

8) CMR: 6957 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-II, Bhawanipatna as follows:
 - Average bills are served from 06/2016 to 12/2019. 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 the Average bills are served from 06/2016 to 12/2019.
- From 06/2016 to 06/2020 provisional / average bills have been served.
- Meter no. LW148907 had been installed on dt.01/12/2019.

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 03/2017 to 02/2019 (2 year) are to be revised by taking average of six consecutive billing of new meter.

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

K.K. PATTNAIK MEMBER (Fin.)

Co-Opted Member

MEMBER FIN GRF, Bhawanipatna PRESIDENT

PRESIDENT GRF, Bhawanipatna

GRF, Bhawanipatna

Copy to: -

- 1. Sri Durga Charan Mohanty, At-Bahadurbagichapada, 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."