



# 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/ 1205<sup>(S)</sup>

Dated, the 30.08.2025

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

1	Case No.	Complaint Case No. BPT-295/2025																										
2	Complainant/s	Name & Address Sri Durga Charan Mohanty, At- Bahadurbagichapada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9035-1412-0037	Contact No. 73259-45817																								
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 border="1"> <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 &amp; 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 &amp; GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; 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) –		
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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	07.08.2025																										
9	Date of Order	30.08.2025																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Bhawanipatna**  
**Appeared:**

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**

  
**B. NAIK**  
Co-Opted Member

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

  
**A.N. MEHER**  
PRESIDENT  
**PRESIDENT**  
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."**