

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/ 1337(5)

Dated, the 20-10-2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-468/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Dhrubalal Patra, Repr. By Sri Aswin Kumar Patra, At-Sujanpur, Po-Sripur, Ps-Bhawanipatna, Dist.-Kalahandi.		9035-1417-0112	91786-36702	
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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				

Place of Hearing: No-I, BPT

Appeared:

1. **For the Complainant** – Sri Dhrubalal Patra, Repr. By Sri Aswin Kumar Patra, At-Sujanpur, Po-Sripur, 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 Dhrubalal Patra, Repr. By Sri Aswin Kumar Patra, At-Sujanpur, Po-Sripur, 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 2 KW having consumer no- 9035-1417-0112 under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that some high average bills were served.
- 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: 03/2001 to 05/2025
- 3) Date of supply: 31.01.2000
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – WCV58968
- 7) Installed on: 09/2015 with IMR “0”
- 8) CMR:
- 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:

- As per PVR submitted consumer not using power supply since 05/2024 and D/C date is 14.05.2024 recorded in FG. 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 As per PVR submitted consumer not using power supply since 05/2024 and D/C date is 14.05.2024 recorded in FG.
- From 09/2002 to 11/2005 provisional / average bills have been served.
- Some bill was served abnormally from 12/2005 to 04/2014 due to suppress 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:

- The bills served from 12/2003 to 11/2005 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 12/2005 to 04/2014 with IMR "0" kWh and FMR "4612" 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. 30.11.2025**.

Received 30/10/25
B. NAIK
 Co-Opted Member

Co-Opted Member
 GRF, Bhawanipatna

Signature
K.K. PATTNAIK
 MEMBER (Fin.)

MEMBER FIN
 GRF, Bhawanipatna

Received 30/10/25
A.N. MEHER
 PRESIDENT

PRESIDENT
 GRF, Bhawanipatna

Copy to: -

- Sri Dhrubalal Patra, Repr. By Sri Aswin Kumar Patra, At-Sujanpur, Po-Sripur, Ps-Bhawanipatna, Dist.-Kalahandi.
- SDO Elect. No-I, Bhawanipatna, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."