



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/ 1506^(S)

Dated, the 04.12.2025

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

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|----|--|---|---|-------------------------------------|
| 1 | Case No. | Complaint Case No. BPT-592/2025 | | |
| 2 | Complainant/s | Name & Address Sri Jagajiban Sahu, Repr. By Sri Rajesh Kumar Sahu, At/Po-Medinipur, Ps-Bhawanipatna, Dist.-Kalahandi. | Consumer No 9035-1417-0323 | Contact No. 76090-22516 |
| 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 | <input checked="" type="checkbox"/> |
| | | 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 | 17.11.2025 | | |
| 9 | Date of Order | 04.12.2025 | | |
| 10 | Order in favour of | Complainant <input checked="" type="checkbox"/> | Respondent | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |



Place of Hearing: SDO No-I, BPT

Appeared:

1. **For the Complainant** – Sri Jagajiban Sahu, Repr. By Sri Rajesh Kumar Sahu, At/Po-Medinipur, 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 Jagajiban Sahu, Repr. By Sri Rajesh Kumar Sahu, At/Po-Medinipur, 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 SDO No-I, BPT on dt. 17.11.2025, 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- **9035-1417-0323** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 11/2009.
- 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: 24.11.2025
- 2) Bill details from: 01/2002 to 12/2022
- 3) Date of supply: 30.11.2001
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – WCV51515
- 7) Installed on: 06/2015 with IMR "0"
- 8) CMR: No Meter Found
- 9) The meter status: D/C
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No-I, Bhawanipatna as follows:



- PL and AV bills served during period 07/2003 to 11/2005, 02/2007 to 09/2008, 09/2010 to 02/2012 and 05/2014 to 08/2016. DND since 01/2023. As per PVR submitted by ESO there is no meter found at site. 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 PL and AV bills served during period 07/2003 to 11/2005, 02/2007 to 09/2008, 09/2010 to 02/2012 and 05/2014 to 08/2016. DND since 01/2023. As per PVR submitted by ESO there is no meter found at site.
- Some bill was served abnormally from 01/2006 to 12/2022 due to suppress meter reading.

ORDER 04.12.2025

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 01/2006 to 04/2014 with IMR "0" Kwh and FMR "6195" Kwh.
- To recast the bill from 06/2015 to 12/2022 with IMR "0" Kwh and FMR "8180" 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- 31.12.2025**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Jagajiban Sahu, Repr. By Sri Rajesh Kumar Sahu, At/Po-Medinipur, 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.”

GRF BHAWANIPATNA