



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1266⁵

Dated, the 22.09.2025

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

1	Case No.	Complaint Case No. BPT-386/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Rajani Meher, At/Po-Paramanandapur, Ps-Bhawanipatna, Dist.-Kalahandi.	9035-1417-0503	82498-24527
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	09.09.2025		
9	Date of Order	22.09.2025		
10	Order in favour of	Complainant ☒	Respondent ☐	Others ☐
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: No-I, BPT

Appeared:

1. **For the Complainant** – Sri Rajani Meher, At/Po-Paramanandapur, 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 Rajani Meher, At/Po-Paramanandapur, 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. 09.09.2025, 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- **9035-1417-0503** under SDO Elect. No-I, Bhawanipatna.
- 2) As complained by the complainant that the abnormal 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: 13/09/2025
- 2) Bill details from: 01/2019 to 08/2025
- 3) Date of supply: 21.08.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TPWODL1134652
- 7) Installed on: 11.12.2022 with IMR "0"
- 8) CMR: 951 KWH on 13/09/2025
- 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:
 - PL and AV bills are served from 06/2019 to 11/2022. 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 PL and AV bills are served from 06/2019 to 11/2022.
- From 06/2019 to 11/2022 provisional / average bills have been served.
- Meter no. TPWODL1134652 had been installed on dt-11.12.2022.

ORDER

22.09.2025

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 06/2019 to 05/2021 (2 year) are to be revised by taking average of six consecutive billing of new meter.

The case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.10.2025.**


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


A.N. MEHER
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna
Copy to: -

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

1. Sri Rajani Meher, At/Po-Paramanandapur, 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.”