



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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BENCH:

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

Memo No. GRF/BPT/Order/ 1486⁽⁵⁾

Dated, the 29.11.2025

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

1	Case No.	Complaint Case No. BPT-654/2025		
2	Complainant/s	Name & Address		Consumer No
		Late Banabasa Gahir, Repr. By Pramila Gahir, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1205-0199
3	Respondent/s	Name Sri Bijaya Kumar Mohapatra, EE, Elect. SDO No-II, Bhawanipatna, TPWODL.		Division Kalahandi East Electrical Division, TPWODL
4	Date of Application	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">1. Agreement/Termination</div> <div style="width: 45%;">2. Billing Disputes</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">3. Classification/Reclassification of Consumers</div> <div style="width: 45%;">4. Contract Demand / Connected Load</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">5. Disconnection / Reconnection of Supply</div> <div style="width: 45%;">6. Installation of Equipment & apparatus of Consumer</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">7. Interruptions</div> <div style="width: 45%;">8. Metering</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">9. New Connection</div> <div style="width: 45%;">10. Quality of Supply & GSOP</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">11. Security Deposit / Interest</div> <div style="width: 45%;">12. Shifting of Service Connection & equipment's</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">13. Transfer of Consumer Ownership</div> <div style="width: 45%;">14. Voltage Fluctuations</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">15. Others (Specify) –</div> <div style="width: 45%;"></div> </div>		
5	In the matter of-			
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155 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	29.11.2025		
9	Date of Order	29.11.2025		
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: GRF, BPT Office

Appeared:

1. **For the Complainant** – Late Banabasa Gahir, Repr. By Pramila Gahir, At-TV Center Pada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mohapatra, EE, Elect. SDO No-II, Bhawanipatna, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Late Banabasa Gahir, Repr. By Pramila Gahir, At-TV Center Pada, 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 GRF, BPT Office on dt. 29.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- 9036-1205-0199 under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that the 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 (EE, Elect. SDO No-II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 14.11.2025
- 2) Bill details from: 04/2004 to 10/2025
- 3) Date of supply: 08.12.2003
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW096609
- 7) Installed on: 16.01.2019 with IMR '0"
- 8) CMR: 2426 KWH on 14.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. SDO No-II, Bhawanipatna as follows:
 - Disputed bills of abnormal period may be considered to resolve the case. 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 Disputed bills of abnormal period may be considered to resolve the case.
- From 11/2013 to 12/2018 provisional / average bills have been served.
- Some bill was served abnormally from 12/2003 to 10/2013 & 01/2019 to 10/2025 due to suppress meter reading.

ORDER

29.11.2025

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 06/2016 to 05/2018 are to be revised by taking average of 08/2022 to 01/2023 consecutive billing of new meter.
- To recast the bill from 12/2003 to 10/2013 with IMR "0" kWh and FMR "7443" kWh.
- To recast the bill from 01/2019 to 10/2025 with IMR "0" kWh and FMR "2425" 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt- 31.12.2025.

Revised on 11/12/25
B. NAIK
Co-Opted Member

✓
K.K. PATTNAIK
MEMBER (Fin.)

✓
A.N. MEHER
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna
Copy to: -

MEMBER FIN
RF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

1. Late Banabasa Gahir, Repr. By Pramila Gahir, At-TV Center Pada, Po/Ps- Bhawanipatna, Dist.-Kalahandi.
2. EE, Elect. SDO No-II, 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."