



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhowanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 1719^{CS}

Dated, the 09.02.2026

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

1	Case No.	Complaint Case No. BPT-21/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Iswar Naik, Repr. By Basanti Naik, At/Po- Kutrukhamar, Ps-Bhowanipatna, Dist.- Kalahandi.	9036-1209-0545	
3	Respondent/s	Name	Division	
		Sri Bijaya Kumar Mohapatra, EE, Elect. SDO No-II, Bhowanipatna, TPWODL.	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	15.01.2026		
9	Date of Order	09.02.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

Place of Hearing: Naktiguda

Appeared:

1. **For the Complainant** – Sri Iswar Naik, Repr. By Basanti Naik, At/Po-Kutrukhamar, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mohapatra, EE, Elect. SDO No-II, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Iswar Naik, Repr. By Basanti Naik, At/Po-Kutrukhamar, 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 Naktiguda on dt. 15.01.2026, 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- **9036-1209-0545** under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that the abnormal excess bill was served in the month of 07/2025.
- 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: 21.01.2026
- 2) Bill details from: 07/2011 to 11/2025
- 3) Date of supply: 01.02.2011
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSU51016945
- 7) Installed on: 15.01.2026 with IMR "0"
- 8) CMR: 06 KWH on 21.01.2026
- 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:



- Abnormal average bills are served from 03/2018 to 11/2025. 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 Abnormal average bills are served from 03/2018 to 11/2025. Disputed bills of abnormal period may be considered to resolve the case.
- From 10/2025 to 11/2025 provisional / average bills have been served.
- Some bill was served abnormally from 04/2019 to 09/2025 due to suppress meter reading.
- Meter rent was levied from 02/2011 to 03/2019 beyond regulation.

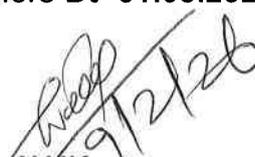
ORDER 09.02.2026

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 10/2025 to 11/2025 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 04/2019 to 09/2025 with IMR "0" Kwh and FMR "4855" Kwh and also recast the meter rent as per LT/DOM category from 04/2019 to 10/2023.
- To review the meter rent from 02/2011 to 03/2019 as per regulation.
- 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- 31.08.2026**.


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 Iswar Naik, Repr. By Basanti Naik, At/Po-Kutrukhamar, 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.”

GRF BHAWANIPATNA