



## 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/ 1199<sup>(S)</sup>

Dated, the 30.08.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-282/2025																										
2	Complainant/s	Name & Address Sri Birabhadra Negi, Repr. By Sri Prasant Kumar Pandia, At-Amgachapada, Near Radha Krushna Nagar, Po/Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1211-0479	Contact No. 93486-81027																								
3	Respondent/s	Name Sri Bijaya Kumar Mahapatra, EE Elect. SDO No-II, Bhawanipatna, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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6. Others																												
8	Date(s) of Hearing	24.07.2025																										
9	Date of Order	30.08.2025																										
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 Birabhadra Negi, Repr. By Sri Prasant Kumar Pandia, At-Amgachapada, Near Radha Krushna Nagar, Po/Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Bijaya Kumar Mahapatra, EE Elect. SDO No-II, Bhawanipatna, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Birabhadra Negi, Repr. By Sri Prasant Kumar Pandia, At-Amgachapada, Near Radha Krushna Nagar, 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 Naktiguda on dt. 24.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 2 KW having consumer no- **9036-1211-0479** under EE Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant abnormal excess billing in the month of 09/2024.
- 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: 03/08/2025
- 2) Bill details from: 07/2019 to 07/2025
- 3) Date of supply: 30.06.2019
- 4) Category: LT/GP
- 5) Connected Load: 2 KW
- 6) Meter No – TWST15031292
- 7) Installed on: 08.07.2025 with IMR "0"
- 8) CMR: 187 KWH on 03/08/2025
- 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 from June-2023 to May-2024 is to 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 from June-2023 to May-2024 is to be considered to resolve the case.
- From 06/2024 to 05/2025 Provisional/Average bills have been served.
- Meter No. TWST15031292 had been installed on dt. 08.07.2025 and the CMR is "187" KWh as on dt. 03.08.2025.
- Bills served during 06/2023 to 08/2024 is on pro-rata basis and needs withdrawn due to disconnection period.

### **ORDER**

**30.08.2025**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

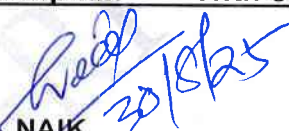
The OP is directed as follows:


- The bills served from 06/2024 to 05/2025 are to be revised by taking average of six consecutive billing of new meter.
- The disconnection period assessment to be withdrawn effect on dt. 11.06.2025.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by January-26 by the opposite party after compliance otherwise it will be treated as non-compliance.

### **Compliance Month-January-26**

  
**B. NAIK**  
Co-Opted Member

  
**K.K. PATTNAIK**  
MEMBER (Fin.)

  
**A.N. MEHER**  
PRESIDENT

**Co-Opted Member**  
**GRF, Bhawanipatna**

**MEMBER FIN**  
**GRF, Bhawanipatna**

**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

- Sri Birabhadra Negi, Repr. By Sri Prasant Kumar Pandia, At-Amgachapada, Near Radha Krushna Nagar, Po/Ps-Bhawanipatna, Dist.-Kalahandi
- EE Elect. SDO No-II, Bhawanipatna.
- 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**