



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/ 1297

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-394/2025					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Sri Parameswar Bachha, Repr. By Smt Premsila Bachha, At-Dewansaheb Pada, Po/Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1213-0034	63727-71340		
3	Respondent/s	Name		Division			
		Sri Bijaya Kumar Mohapatra, EE, Elect. SDO No-II, Bhawanipatna, 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	12.09.2025	✓	Respondent	Others		
9	Date of Order	13.10.2025					
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 Parameswar Bachha, Repr. By Smt Premsila Bachha, At-Dewansaheb 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 Sri Parameswar Bachha, Repr. By Smt Premsila Bachha, At-Dewansaheb 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 Naktiguda on dt. 12.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- 9036-1213-0034 under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 01/2023.
- 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: 04/10/2025
- 2) Bill details from: 03/2001 to 08/2024
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51262164
- 7) Installed on: 27.09.2025 with IMR "0"
- 8) CMR: KWH o
- 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. As per FG database bill revision was done on dated-30.10.2023 and 31.10.2023 may be considered during the issue of final order. 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 Disputed bills of abnormal period may be considered to resolve the case. As per FG database bill revision was done on dated-30.10.2023 and 31.10.2023 may be considered during the issue of final order.
- From 07/2011 to 08/2024 provisional / average bills have been served.

ORDER

13.10.2025

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 09/2022 to 08/2024 are to be revised by taking average of six consecutive billing of new meter.
- To withdraw the earlier bill revision effect on dt-30.10.2023 and dt-31.10.2023.
- 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- 30.04.2026**.


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
18/10/2026



Copy to: -

1. Sri Parameswar Bachha, Repr. By Smt Premsila Bachha, At-Dewansaheb 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."