

GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

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

Memo No. GRF/BPT/Order/ 1349(5)

Dated, the 30.10.2025

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

1	Case No.	Complaint Case No. BPT-463/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Bhima Hans, Repr. By Santi Hans, At-Kumar Pada, Po-Naktiguda, Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1216-0040	70088-38094	
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	09.10.2025				
9	Date of Order	30.10.2025				
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: Naktiguda

Appeared:

1. **For the Complainant** – Sri Bhima Hans, Repr. By Santi Hans, At-Kumar Pada, Po-Naktiguda, 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 Bhima Hans, Repr. By Santi Hans, At-Kumar Pada, Po-Naktiguda, Ps-Bhawanipatna, Dist.-Kalahandi the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Naktiguda on dt. 09.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.50 KW having consumer no- **9036-1216-0040** under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that some actual abnormal bill was served in the month of 10/2021.
- 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: 18.10.2025
- 2) Bill details from: 03/2001 to 09/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 0.50 KW
- 6) Meter No – TWB645820
- 7) Installed on: 24.02.2024 with IMR “0”
- 8) CMR: 1604 KWH on 18.10.2025
- 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:

- Abnormal average bills are served from 03/2001 to 04/2019. 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 03/2001 to 04/2019. Disputed bills of abnormal period may be considered to resolve the case.
- Some bill was served abnormally from 03/2001 to 07/2007 due to suppressed meter reading.

ORDER

30.10.2025

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:

- To recast the bill from 03/2001 to 07/2007 with IMR "0" KwH and FMR "196" 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- 30.11.2025.

Recd 30/10/2025
B. NAIK
Co-Opted Member

BB
K.K. PATTNAIK
MEMBER (Fin.)

30/10/2025
A.N. MEHER
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna
Copy to: -

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

1. Sri Bhima Hans, Repr. By Santi Hans, At-Kumar Pada, Po-Naktiguda, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."