

# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
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## BENCH:

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

Memo No. GRF/BPT/Order/ 1333<sup>9</sup>

Dated, the 20.10.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-461/2025																										
2	Complainant/s	Name & Address Smt Sashirekha Das, Repr. By Sri Alok Kumar Das, At-Naktiguda, Po/Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9036-1216-0123	Contact No. 90400-50504																								
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																											
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 <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <u></u>	3. OERC Conduct of Business) Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																		
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8	Date(s) of Hearing	09.10.2025																										
9	Date of Order	30.10.2025																										
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 – Smt Sashirekha Das, Repr. By Sri Alok Kumar Das, At-Naktiguda, Po/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 Smt Sashirekha Das, Repr. By Sri Alok Kumar Das, At-Naktiguda, Po/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 2KW having consumer no- 9036-1216-0123 under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that some abnormal excess bills were served.
- 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: 30.10.1999
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TW02072234
- 7) Installed on: 01.02.2023 with IMR "0"
- 8) CMR: 17033 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 11/2009 to 02/2016 and from 12/2019 to 07/2024. 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 11/2009 to 02/2016 and from 12/2019 to 07/2024. Disputed bills of abnormal period may be considered to resolve the case
- Some abnormal bill was served during the period from 03/2001 to 10/2019 due to suppressed meter reading.

### **ORDER**

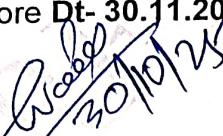
**30.10.2025**


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

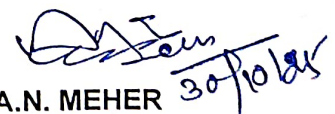
The OP is directed as follows:

- To recast the bill from 03/2001 to 10/2009 with IMR "0" Kwh and FMR "9120" Kwh.
- To recast the bill from 04/2016 to 10/2019 with IMR "0" Kwh and FMR "13411" Kwh.
- To withdraw the earlier bill revision was effect on dt.30.03.2025.
- 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**.

  
**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. Smt Sashirekha Das, Repr. By Sri Alok Kumar Das, At-Naktiguda, 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: Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."