



## 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/ 1235

Dated, the 10.09.2025

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

|                                                                                             |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                            |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
|---------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--------------------------------------------|-------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------|-------------------------------------------|------------------------------------------------------|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--------------------------------------------------|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1                                                                                           | Case No.                                             | Complaint Case No. BPT-353/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                            |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 2                                                                                           | Complainant/s                                        | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   | Consumer No                                | Contact No. |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
|                                                                                             |                                                      | Sri Narendra Dh. Majhi, At-Naktiguda, Po/Ps-Bhawanipatna, Dist.-Kalahandi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   | 9036-1216-0431                             | 97771-18970 |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 3                                                                                           | Respondent/s                                         | Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   | Division                                   |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
|                                                                                             |                                                      | Sri Bijaya Kumar Mahapatra, EE Elect. SDO No-II, Bhawanipatna, TPWODL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |   | 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) – |  |  |
| 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                      | <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> |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 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>                                                                           |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                            |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 8                                                                                           | Date(s) of Hearing                                   | 19.08.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                                            |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 9                                                                                           | Date of Order                                        | 10.09.2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                                            |             |                                                                             |                                                                                            |                                                               |                                                           |                                                                                             |                   |                                           |                                                      |  |                  |             |  |                   |                              |  |                                 |                                                  |  |                                    |                          |  |                        |  |  |
| 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 Narendra Dh. Majhi, At-Naktiguda, 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 Narendra Dh. Majhi, At-Naktiguda, 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. 19.08.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 4 KW having consumer no- **9036-1216-0431** under EE Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that bills to be revised.
- 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: 10/09/2025
- 2) Bill details from: 09/2009 to 07/2025
- 3) Date of supply: 19.07.2009
- 4) Category: LT/Domestic
- 5) Connected Load: 4 KW
- 6) Meter No – TWST1785808
- 7) Installed on: 29.12.2024 with IMR "0"
- 8) CMR: 590 Kwh on Dt.10.09.2025
- 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 PL bills are served from 12/2013 to 12/2014 and from 08/2018 to 10/2022. 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 Abnormal PL bills are served from 12/2013 to 12/2014 and from 08/2018 to 10/2022.
- From 05/2018 to 10/2022 provisional / average bills have been served.
- Some bill was served abnormally during the period from 11/2024 to 07/2025 due to suppress meter reading.

**ORDER**  
**10.09.2025**

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 11/2020 to 10/2022 (2 Year) are to be revised by taking six consecutive billing of new meter.
- To recast the bill from 11/2024 to 07/2025 with IMR "0" KWH and FMR "448" KWH.
- Any bill revision done earlier during above period may be taken into consideration.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by October-25 by the opposite party after compliance otherwise it will be treated as non-compliance.

### **Compliance Month-October-25**

  
**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: -

- Sri Narendra Dh. Majhi, At-Naktiguda, 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."

