



## 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/ 1301<sup>(S)</sup>

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-370/2025						
2	Complainant/s	Name & Address		Consumer No	Contact No.			
		Royal Hotel, Pattnaik Medical Store, Repr. By Sri Prakash Agrawal, At-Jagarnath Mandir Road, Po/Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1221-0089	94370-71730			
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	26.09.2025						
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: GRF BPT Office

Appeared:

1. **For the Complainant** – Royal Hotel, Pattnaik Medical Store, Repr. By Sri Prakash Agrawal, At-Jagarnath Mandir Road, 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 Royal Hotel, Pattnaik Medical Store, Repr. By Sri Prakash Agrawal, At-Jagarnath Mandir Road, 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 GRF BPT Office on dt. 26.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- 9036-1221-0089 under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that the 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: 26.09.2025
- 2) Bill details from: 03/2001 to 07/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST1786438
- 7) Installed on: 25.10.2024 with IMR "0"
- 8) CMR: KWH on 18/09/2025
- 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:
  - A penalty is imposed as per inventory report No: W0168598, dated: 28.10.2020 of Vigilance cell, WESCO UTILITY for your kind reference copy of inventory, Provisional



assessment and final assessment are attached for un-authorized use of electricity. Said penalty is imposed in the month of Dec-20 but due to technical glitch it is shown on dated: 01.04.2021 in GF database. 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 A penalty is imposed as per inventory report No: W0168598, dated: 28.10.2020 of Vigilance cell, WESCO UTILITY for your kind reference copy of inventory, Provisional assessment and final assessment are attached for un-authorized use of electricity. Said penalty is imposed in the month of Dec-20 but due to technical glitch it is shown on dated: 01.04.2021 in GF database.

#### **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:

- To recast the bill from 03/2001 to 06/2015 with IMR "0" kWh and FMR "4812" 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**.

*[Signature]*  
B. NAIK  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna  
Copy to: -

*[Signature]*  
K.K. PATTNAIK  
MEMBER (Fin.)

MEMBER FIN  
GRF, Bhawanipatna

*[Signature]*  
A.N. MEHER *13/10/2025*  
PRESIDENT

PRESIDENT  
GRF, Bhawanipatna

1. Royal Hotel, Pattnaik Medical Store, Repr. By Sri Prakash Agrawal, At-Jagarnath Mandir Road, 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."**