



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/ 2076^(S)

Dated, the 11.05.2026

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-400/2026																											
2	Complainant/s	Name & Address Sri Seshadev Majhi, At-Maningpadar, Po-Karlapada, Dist.-Kalahandi.		Consumer No 9036-1305-0107	Contact No. 82494-16006																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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	23.04.2026																											
9	Date of Order	11.05.2026																											
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 Seshadev Majhi, At-Maningpadar, Po-Karlapada, 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 Seshadev Majhi, At-Maningpadar, Po-Karlapada, 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. 23.04.2026 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- **9036-1305-0107** 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: 02.05.2026
- 2) Bill details from: 05/2002 to 03/2026
- 3) Date of supply: 01.04.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – WLT220345
- 7) Installed on: 05.10.2021 with IMR "0"
- 8) CMR: 879 KWH on Dt 02.05.2026
- 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 bills are served from May-2014 to Jul-2022. 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 bills are served from May-2014 to Jul-2022. Disputed bills of abnormal period may be considered to resolve the case.
- From 10/2017 to 09/2019 provisional / average bills have been served.
- Some bill was served abnormally from 05/2002 to 03/2014 due to suppress meter reading.

ORDER

11.05.2026

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 10/2017 to 09/2019 are to be revised by taking average of 04/2023 to 09/2023 consecutive billing of new meter.
- To recast the bill from 05/2002 to 03/2014 with IMR "0" Kwh and FMR "3125" 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- 30.06.2026**.


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

Copy to: -

- Sri Seshadev Majhi, At-Maningpadar, Po-Karlapada, Dist.-Kalahandi.
- EE, Elect. SDO No-II, Bhawanipatna, TPWODL.
- Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
- Chief Legal, Head Quarter Office, TPWODL, Burla.