



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/ 1353

Dated, the 30.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-518/2025				
2	Complainant/s	Name & Address		Consumer No	Contact No.	
		Sri Pabitra Naik, At/Po-Chahagaon Via-Karlapada, Dist.-Kalahandi.		9036-1306-0817	76828-31535	
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	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="flex: 1;"> <p>1. Agreement/Termination</p> <p>3. Classification/Reclassification of Consumers</p> <p>5. Disconnection / Reconnection of Supply</p> <p>7. Interruptions</p> <p>9. New Connection</p> <p>11. Security Deposit / Interest</p> <p>13. Transfer of Consumer Ownership</p> <p>15. Others (Specify) –</p> </div> <div style="flex: 1;"> <p>2. Billing Disputes</p> <p>4. Contract Demand / Connected Load</p> <p>6. Installation of Equipment & apparatus of Consumer</p> <p>8. Metering</p> <p>10. Quality of Supply & GSOP</p> <p>12. Shifting of Service Connection & equipment's</p> <p>14. Voltage Fluctuations</p> </div> <div style="flex: 1; text-align: right;"> <input checked="" type="checkbox"/> </div> </div>				
5	In the matter of-					
6	Section(s) of Electricity Act, 2003 involved					
7	OERC Regulation(s) with Clauses	<p>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u></p> <p>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</p> <p>3. OERC Conduct of Business) Regulations,2004; Clause</p> <p>4. Odisha Grid Code (OGC) Regulation,2006; Clause</p> <p>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</p> <p>6. Others</p>				
8	Date(s) of Hearing	30.10.2025				
9	Date of Order	30.10.2025				
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil				

Place of Hearing: GRF, BPT Office

Appeared:

1. **For the Complainant** – Sri Pabitra Naik, At/Po-Chahagaon Via-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 Pabitra Naik, At/Po-Chahagaon Via-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 GRF, BPT Office on dt. 30.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9036-1306-0817** 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: 28.10.2025
- 2) Bill details from: 05/2018 to 09/2025
- 3) Date of supply: 28.01.2013
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWST1785920
- 7) Installed on: 17.12.2024 with IMR “0”
- 8) CMR: 486 KWH on 28.10.2025
- 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 05/2018 to 07/2023. 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 05/2018 to 07/2023. Disputed bills of abnormal period may be considered to resolve the case.
- From 01/2017 to 07/2023 provisional / average bills have been served.

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:

- The bills served from 08/2021 to 07/2023 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 01/2013 to 11/2016 with IMR "0" KwH and FMR "3890" 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.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

Copy to: -


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Pabitra Naik, At/Po-Chahagaon Via-Karlapada, 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."