



## 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/ 1194

Dated, the 30.08.2025

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

|   |  |   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
|---|--|---|---|---|-------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|--|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1   | Case No.   | Complaint Case No. BPT-277/2025   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address  |   | Consumer No   | Contact No. |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
|   |  | Sri Banamali Mahakud, Repr. By Smt Anjana Mahakud, At-Nuagaon, Po-Duarsuni, Ps-Bhawanipatna, Dist.Kalahandi.  |   | 9036-1314-0110  | 94391-40452 |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>Sri Bijaya Kumar Mahapatra,<br>EE Elect. SDO No-II, Bhawanipatna, TPWODL.   |   | Division<br>Kalahandi East Electrical<br>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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>   |   |   |             | 1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155 | 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 |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155                |  |   |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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                                   | 24.07.2025  |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 30.08.2025  |   |   |             |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |  |  |                                    |                          |  |                        |  |  |
| 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 Banamali Mahakud, Repr. By Smt Anjana Mahakud, At-Nuagaon, Po-Duarsuni, 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 Banamali Mahakud, Repr. By Smt Anjana Mahakud, At-Nuagaon, Po-Duarsuni, 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. 24.07.2025, 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- **9036-1314-0110** under EE Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant abnormal bill from 10/2024 to 05/2025.
- 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: 05/08/2025
- 2) Bill details from: 01/2002 to 06/2025
- 3) Date of supply: 25.09.2001
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWST15056873
- 7) Installed on: 27.05.2025 with IMR "0"
- 8) CMR: 93 KWH on 05/08/2025
- 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:
  - As per PVR report and meter testing report of MRT it is found that, the installed meter SL NO: WLT261732 is defective, so above-mentioned 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 as per PVR report and meter testing report of MRT it is found that, the installed meter SL NO: WLT261732 is defective, so above-mentioned period may be considered to resolve the case.
- From 10/2024 to 05/2025 Actual bills have been served.
- Meter No. TWST15056873 had been installed on dt. 27.05.2025 and the CMR is "93" Kwh as on dt. 05.08.2025.

### **ORDER**

**30.08.2025**

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 10/2024 to 05/2025 are to be revised by taking average of six consecutive billing of new meter.

The case is disposed of accordingly.

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

### **Compliance Month-November-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: -

1. Sri Banamali Mahakud, Repr. By Smt Anjana Mahakud, At-Nuagaon, Po-Duarsuni, Ps-Bhawanipatna, Dist.Kalahandi.
2. EE Elect. SDO No-II, Bhawanipatna.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.