



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/ 1290^(S)

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-395/2025 | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | | |
| | | Sri Jeeban Naik, Repr. By Sri Prahallad Naik, At-Karlakot, Po-Risigaon, Ps-Bhawanipatna, Dist.-Kalahandi. | | 9036-1316-0265 | 78468-58929 | |
| 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 | 12.09.2025 | | | | |
| 9 | Date of Order | 13.10.2025 | | | | |
| 10 | Order in favour of | Complainant <input checked="" type="checkbox"/> | Respondent <input type="checkbox"/> | Others <input type="checkbox"/> | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | |



Place of Hearing: Naktiguda

Appeared:

1. **For the Complainant** – Sri Jeeban Naik, Repr. By Sri Prahallad Naik, At-Karlakot, Po-Risigaon, Ps-Bhawanipatna, 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 Jeeban Naik, Repr. By Sri Prahallad Naik, At-Karlakot, Po-Risigaon, 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. 12.09.2025, 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- 9036-1316-0265 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: 04/10/2025
- 2) Bill details from: 03/2002 to 08/2025
- 3) Date of supply: 12.11.2001
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – 1851124
- 7) Installed on: 12.11.2001 with IMR “0”
- 8) CMR: KWH on
- 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:
 - Disputed bills of abnormal period may be considered to resolve the case. As per PVR report it is found that the consumer was not availing power supply from 07/2022 to



06/2024 through sc no-903613160265 because the said consumer has been availing power supply from 093613160850. 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 Disputed bills of abnormal period may be considered to resolve the case. As per PVR report it is found that the consumer was not availing power supply from 07/2022 to 06/2024 through sc no-903613160265 because the said consumer has been availing power supply from 093613160850.

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 withdraw the bill from 07/2022 to 06/2024 as the complainant was not availed power supply.
- 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.10.2025**.


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 Jeeban Naik, Repr. By Sri Prahallad Naik, At-Karlakot, Po-Risigaon, 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.

Page 3/3

"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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."