



## 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/ 13585

Dated, the \_\_\_\_\_

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-453/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Santosh Chandan, At-Durduri, Po-Bandelguda, Ps-Bhawanipatna, Dist.-Kalahandi.		9036-1318-0704	8448-89025	
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-	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				
8 Date(s) of Hearing	09.10.2025					
9 Date of Order	30.10.2025					
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 Santosh Chandan, At-Durduri, Po-Bandelguda, 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 Sri Santosh Chandan, At-Durduri, Po-Bandelguda, 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. 09.10.2025, 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- 9036-1318-0704 under EE, Elect. SDO No-II, Bhawanipatna.
- 2) As complained by the complainant that some abnormal excess provisional bills were served.
- 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.

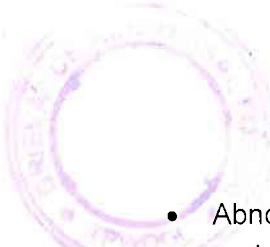
The complainant has prayed for:

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: 18.10.2025
- 2) Bill details from: 12/2014 to 08/2025
- 3) Date of supply: 21.11.2014
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWST15103136
- 7) Installed on: 10.04.2025 with IMR “0”
- 8) CMR: 492 KWH on 18.10.2025
- 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 12/2014 to 06/2022. 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 average bills are served from 12/2014 to 06/2022. Disputed bills of abnormal period may be considered to resolve the case.
- From 12/2014 to 06/2022 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 09/2019 to 08/2021 are to be revised by taking average of six consecutive billing of new meter.
- 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 30/10/25*  
B. NAIK  
Co-Opted Member  
**Co-Opted Member**  
GRF, Bhawanipatna

*K.K. PATTNAIK 30/10/25*  
K.K. PATTNAIK  
MEMBER (Fin.)  
**MEMBER FIN**  
GRF, Bhawanipatna

*A.N. MEHER 30/10/25*  
A.N. MEHER  
PRESIDENT  
**PRESIDENT**  
GRF, Bhawanipatna

Copy to: -

1. Sri Santosh Chandan, At-Durduri, Po-Bandelguda, 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."