



## 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/ 1132<sup>5</sup>

Dated, the 31.07.2025

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

1	Case No.	Complaint Case No. BPT-274/2025																										
2	Complainant/s	Name & Address Sri Arakhita Das, Repr. By Sri Santosh Das, At/Po-Kendupati, Ps-Junagarh, Dist.- Kalahandi.	Consumer No 9040-0102-0445	Contact No.																								
3	Respondent/s	Name Sri Abhiram Sahoo (AFM), Repr. For Sri Aryapran Siladitya Samal EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West 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 &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) –		
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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>																		
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8	Date(s) of Hearing	22.07.2025																										
9	Date of Order	31.07.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Junagarh**

**Appeared:**

1. **For the Complainant** – Sri Arakhita Das, Repr. By Sri Santosh Das, At/Po-Kendupati, Ps-Junagarh, Dist.- Kalahandi.
2. **For the Respondent** – Sri Abhiram Sahoo (AFM), Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Arakhita Das, Repr. By Sri Santosh Das, At/Po-Kendupati, Ps-Junagarh, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Junagarh on dt. 22.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.5 KW having consumer no- **9040-0102-0445** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant abnormal excess bill was served for 66729 units for 04/2025.
- 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, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 23/07/2025
- 2) Bill details from: 02/2015 to 06/2025
- 3) Date of supply: 05.02.2015
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load: 2.5 KW
- 6) Meter No – WESC00895
- 7) Installed on: 05.02.2015 with IMR "0"
- 8) CMR: 22316 Dt. 23.07.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
  - Consumer had dispute regarding high bills in the month 05/2025 of 66729. 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 Consumer had dispute regarding high bills in the month 05/2025 of 66729.
- From 12/2015 to 11/2020 Provisional bills have been served.
- On 04/2025 the bill was served 66729 units to the complainant.
- Meter No. WES00895 had been installed on dt. 05.02.2015 and the CMR is "22316" Kwh as on dt. 23.07.2025.
- Bill revision for the period 02/2015 to 04/2025 was taken in place on dt. 28.05.2025.

#### **ORDER**

**31.07.2025**

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 in 04/2025 is to be revised by taking IMR "22253" Kwh on 05/2025 and FMR of 04/2026.

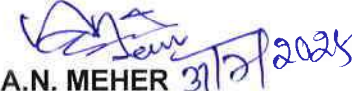
The case is disposed of accordingly.

Compliance report must be submitted to the Forum by May-26 by the opposite party after compliance otherwise it will be treated as non-compliance.

#### **Compliance Month-May-26**

  
**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 Arakhita Das, Repr. By Sri Santosh Das, At/Po-Kendupati, Ps-Junagarh, Dist.-Kalahandi.
2. EE, KWED, 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."**