



# 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/ 1407

Dated, the 14.11.2025

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

1	Case No.	Complaint Case No. BPT-466/2025																										
2	Complainant/s	Name & Address Sri Lambodar Pujhari, At-Kendupati, Po-Nandol, Ps-Junagarh, Dist.-Kalahandi.	Consumer No 9040-0102-0550	Contact No.																								
3	Respondent/s	Name Sri Abhiram Sahu (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 border="1"> <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	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>																										
8	Date(s) of Hearing	10.10.2025																										
9	Date of Order	14.11.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



**Place of Hearing: Junagarh**

**Appeared:**

1. **For the Complainant** – Sri Lambodar Pujhari, At-Kendupati, Po-Nandol, Ps-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Abhiram Sahu (AFM), Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Lambodar Pujhari, At-Kendupati, Po-Nandol, 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. 10.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1.50 KW having consumer no- 9040-0102-0550 under EE, KWED, Bhawanipatna
- 2) As complained by the complainant that some abnormal 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, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 10.10.2025
- 2) Bill details from: 04/2018 to 09/2025
- 3) Date of supply: 16.12.2015
- 4) Category: LT/Irrigation
- 5) Connected Load: 1.50 KW
- 6) Meter No – TWSC10066996
- 7) Installed on: 13.02.2025 with IMR "0"
- 8) CMR: 2836 KWH on 10.10.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
  - The consumer was billed from the date of power supply to March 23 on AC basis. The Consumer was not in used April'23 to July'23. The consumer was billed defective meter

Aug 23 to Oct 23. The consumer was disconnected Nov'23 to Feb'24 and reconnected March 24. The consumer was billed March'24 to Oct 24 in defective meter. The meter was changed on dt.13.02.25. After meter changed the consumer was billed on Actual basis to Sep'25. 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 was billed from the date of power supply to March 23 on AC basis. The Consumer was not in used April'23 to July'23. The consumer was billed defective meter Aug 23 to Oct 23. The consumer was disconnected Nov'23 to Feb'24 and reconnected March 24. The consumer was billed March'24 to Oct 24 in defective meter. The meter was changed on dt.13.02.25. After meter changed the consumer was billed on Actual basis to Sep'25.
- Some bill was served abnormally from 12/2015 to 03/2024 due to suppressed meter reading.

### **ORDER**

**14.11.2025**

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 recast the bill from 12/2015 to 03/2024 with IMR "0" Kwh and FMR "10998" 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.12.2025**.

  
**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 Lambodar Pujhari, At-Kendupati, Po-Nandol, 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.”**

GRF BHAWANIPATNA