



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1249^(S) Dated, the 15.09.2025

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

1	Case No.	Complaint Case No. BPT-288/2025																											
2	Complainant/s	Name & Address Sri Srimukha Nag, Repr. By Sri Pankaj Naik, At-Manjhari, Malpada, Po-Manjhari, Ps- Dharamgarh, Dist.- Kalahandi.		Consumer No 9040-0102-0699	Contact No. 76088-55598																								
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) 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																		
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8	Date(s) of Hearing	06.08.2025																											
9	Date of Order	15.09.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: Dharamgarh
Appeared:

1. **For the Complainant** – Sri Srimukha Nag, Repr. By Sri Pankaj Naik, At-Manjhari, Malpada, Po-Manjhari, Ps-Dharamgarh, 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 Srimukha Nag, Repr. By Sri Pankaj Naik, At-Manjhari, Malpada, Po-Manjhari, Ps-Dharamgarh, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 06.08.2025, 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- **9040-0102-0699** under EE, KWED, 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, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 11.09.2025
- 2) Bill details from: 07/2016 to 07/2025
- 3) Date of supply: 23.06.2016
- 4) Category: LT/Irrigation Pumping and Agriculture
- 5) Connected Load: 2.5 KW
- 6) Meter No – TPU016509
- 7) Installed on: 02.04.2022 with IMR "0"
- 8) CMR: 4373 Kwh on Dt-11.09.2025
- 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 defective period from 09/2022 to 09/2024, disconnected from 10/2024 to 04/2025 and actual basis billed from 05/2024 to till date. 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 defective period from 09/2022 to 09/2024, disconnected from 10/2024 to 04/2015 and actual basis billed from 05/2024 to till date.
- From 07/2016 to 04/2022 Provisional/ Average bills have been served.
- Some bill was served in high consumption meter reading during the period from 04/2022 to 05/2025 due to suppress meter reading.
- Meter No. TPU016509 had been installed on dt. 02.04.2022.

ORDER

15.09.2025

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 01/2022 to 03/2022 are to be revised (By taking IMR "0" Kwh on 04/2022 and FMR "3696" Kwh on 05/2025.
- To recast the bill from 04/2022 to 05/2025 with IMR "0" Kwh on 04/2022 and FMR "3696" Kwh on 05/2025.
- Any bill revision from the above period may be taken in to consideration.

The case is disposed of accordingly.

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

Compliance Month-October-25

15/9/25
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

15/9/25
A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Srimukha Nag, Repr. By Sri Pankaj Naik, At-Manjhari, Malpada, Po-Manjhari, Ps-Dharamgarh, 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."