



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 1307

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-424/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Krushna Chandra Agharia, Repr. By Sri Himanshu Agharia, At/Po-Manjhari, Ps- Golamunda, Dist.-Kalahandi.		9040-0102-0838	77509-86086
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	<div style="display: flex; justify-content: space-around;"> 1. Agreement/Termination 2. Billing Disputes ✓ </div> <div style="display: flex; justify-content: space-around;"> 3. Classification/Reclassification of Consumers 4. Contract Demand / Connected Load </div> <div style="display: flex; justify-content: space-around;"> 5. Disconnection / Reconnection of Supply 6. Installation of Equipment & apparatus of Consumer </div> <div style="display: flex; justify-content: space-around;"> 7. Interruptions 8. Metering </div> <div style="display: flex; justify-content: space-around;"> 9. New Connection 10. Quality of Supply & GSOP </div> <div style="display: flex; justify-content: space-around;"> 11. Security Deposit / Interest 12. Shifting of Service Connection & equipment's </div> <div style="display: flex; justify-content: space-around;"> 13. Transfer of Consumer Ownership 14. Voltage Fluctuations </div> <div style="display: flex; justify-content: space-around;"> 15. Others (Specify) – </div>			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	<div style="display: flex; justify-content: space-around;"> 1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> </div> <div style="display: flex; justify-content: space-around;"> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause </div> <div style="display: flex; justify-content: space-around;"> 3. OERC Conduct of Business) Regulations,2004; Clause </div> <div style="display: flex; justify-content: space-around;"> 4. Odisha Grid Code (OGC) Regulation,2006; Clause </div> <div style="display: flex; justify-content: space-around;"> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause </div> <div style="display: flex; justify-content: space-around;"> 6. Others </div>			
8	Date(s) of Hearing	23.09.2025	✓	Respondent	Others
9	Date of Order	13.10.2025			
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 Krushna Chandra Agharia, Repr. By Sri Himanshu Agharia, At/Po-Manjhari, Ps-Golamunda, 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 Krushna Chandra Agharia, Repr. By Sri Himanshu Agharia, At/Po-Manjhari, Ps-Golamunda, 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. 23.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- 9040-0102-0838 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: 08/10/2025
- 2) Bill details from: 07/2016 to 08/2025
- 3) Date of supply: 27.03.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 4 KW
- 6) Meter No – TWSC10066274
- 7) Installed on: with IMR "0"
- 8) CMR:
- 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 12/2020 on PL basis. the consumer was disconnected 01/2021 to 01/2025 and reconnected 02/2025. The meter



was changed on dt.19.05.2025. after meter changed the consumer was bill on actual basis to 08/2025. 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 12/2020 on PL basis. the consumer was disconnected 01/2021 to 01/2025 and reconnected 02/2025. The meter was changed on dt.19.05.2025. after meter changed the consumer was bill on actual basis to 08/2025.

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:

- The bills served from 02/2025 to 05/2025 are to be revised by taking average of 1-year 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- 30.06.2026.**

Rejesh K
B. NAIK
Co-Opted Member

Rejesh K
Co-Opted Member
GRF, Bhawanipatna

Copy to: -

K.K. PATTNAIK
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

V. A. Meher
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna
13/10/2025

1. Sri Krushna Chandra Agharia, Repr. By Sri Himanshu Agharia, At/Po-Manjhari, Ps-Golamunda, 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: Bhoi Nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."