



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/ 1772

Dated, the 23.02.2026

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

1	Case No.	Complaint Case No. BPT-657/2025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Maa Bastaren Mauli P.P, Repr. By Sri Subash Majhi, At-Panjia, Po-Chichia, Dist.- Kalahandi.	9040-0102-0857	96682-42224
3	Respondent/s	Name	Division	
		Sri Balmakund Biswal (SDO Dharamgarh), Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Dharamgarh, TPWODL.	Kalahandi West 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	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	27.11.2025		
9	Date of Order	23.02.2026		
10	Order in favour of	Complainant	√ Respondent	Others
11	Details of Compensation awarded, if any.	Nil		



Place of Hearing: Golemunda

Appeared:

1. **For the Complainant** – Maa Bastaren Mauli P.P, Repr. By Sri Subash Majhi, At-Panjia, Po-Chichia, Dist.- Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal (SDO Dharamgarh), Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Dharamgarh, TPWODL.

.....
GIST OF THE COMPLAINT:

The complainant consumer Maa Bastaren Mauli P.P, Repr. By Sri Subash Majhi, At-Panjia, Po-Chichia, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Golemunda on dt. 27.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 7.50 KW having consumer no- 9040-0102-0857 EE, KWED, Dharamgarh.
- 2) As complained by the complainant that provisional bills were served for long period.
- 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, Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 28.11.2025
- 2) Bill details from: 07/2016 to 11/2025
- 3) Date of supply: 26.06.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 7.50 KW
- 6) Meter No – TWSC59019460
- 7) Installed on: 04.09.2025 with IMR "0"
- 8) CMR: 774 KWH on 28.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - The consumer was billed from the date of power supply to Dec-20 on PL basis. The consumer was disconnected from Jan-21 to Aug-25. The consumer was reconnected



Sept-25. The meter was changed on dt-04.09.2025. after meter changed the consumer was billed on Actual basis to Nov-25. The consumer not use for the period from 03/2017 to 02/2019. 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 Dec-20 on PL basis. The consumer was disconnected from Jan-21 to Aug-25. The consumer was reconnected Sept-25. The meter was changed on dt-04.09.2025. after meter changed the consumer was billed on Actual basis to Nov-25. The consumer not use for the period from 03/2017 to 02/2019
- From 07/2016 to 12/2020 provisional / average bills have been served.

ORDER **23.02.2025**

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 withdraw the bill from 03/2017 to 02/2019.
- 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- 31.03.2026**.


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. Maa Bastaren Mauli P.P, Repr. By Sri Subash Majhi, At-Panjia, Po-Chichia, Dist.-Kalahandi.
2. EE, KWED, Dharamgarh, 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