



## 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/ 1406<sup>(S)</sup>

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-524/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Fakir Patel, At/po-Paruaguda, Ps-Kalampur, Dist.-Kalahandi.		9040-0102-0978	94391-20380	
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-	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		
				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		
8	Date(s) of Hearing	28.10.2025				
9	Date of Order	14.11.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
11	Details of Compensation awarded, if any.	Nil				



Place of Hearing: Kalampur

Appeared:

1. **For the Complainant** – Sri Fakir Patel, At/po-Paruaguda, Ps-Kalampur, 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 Fakir Patel, At/po-Paruaguda, Ps-Kalampur, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt. 28.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- 9040-0102-0978 under EE, KWED, Bhawanipatna
- 2) As complained by the complainant that excess bill were served in the month of 08/2024 & 09/2024.
- 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:
- 2) Bill details from:04/2018 to 09/2025
- 3) Date of supply: 07.11.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 4 KW
- 6) Meter No – TWSC10066971
- 7) Installed on: with IMR “0”
- 8) CMR: KWH on 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 supply to 03/2021 on AC basis. The consumer was billed 04/2021 to 12/2024 meter defective. The meter was changed on dt-27.01.2025. after meter change the consumer was bill on actual basis to 09/2025. 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 supply to 03/2021 on AC basis. The consumer was billed 04/2021 to 12/2024 meter defective. The meter was changed on dt-27.01.2025. after meter change the consumer was bill on actual basis to 09/2025.
- From 02/2017 to 12/2024 provisional / average bills have been served.

### **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:

- The bills served from 08/2024 to 09/2024 are to be revised by taking average of 1year 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt- **31.01.2026**.

*B. NAIK*  
B. NAIK  
Co-Opted Member

*Co-Opted Member*  
Co-Opted Member  
GRF, Bhawanipatna

*K. K. PATTNAIK*  
K. K. PATTNAIK  
MEMBER (Fin.)

*MEMBER FIN*  
MEMBER FIN  
GRF, Bhawanipatna

*A. N. MEHER*  
A. N. MEHER  
PRESIDENT

*PRESIDENT*  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Fakir Patel, At/po-Paruaguda, Ps-Kalampur, Dist.-Kalahandi.
2. EE, KWED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

*P. no. 3/3*

**"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."**