



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/ 1789^(S)

Dated, the 27.02.2026

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

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|----|--|---|---|-------------------------------------|
| 1 | Case No. | Complaint Case No. BPT-620/2025 | | |
| 2 | Complainant/s | Name & Address Sri Dibas Kumar Mund, Repr. By Dipti Lochan Mund, At/Po-Atigaon, Ps-Junagarh, Dist.-Kalahandi. | Consumer No 9040-0102-1373 | Contact No. 94377-37806 |
| 3 | Respondent/s | Name Sri Biren Kumar Garnayak (SDO Junagarh), 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 | <input checked="" type="checkbox"/> |
| | | 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 | 20.11.2025 | | |
| 9 | Date of Order | 27.02.2026 | | |
| 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: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Dibas Kumar Mund, Repr. By Dipti Lochan Mund, At/Po-Atigaon, Ps-Junagarh, Dist.- Kalahandi.
2. **For the Respondent** – Sri Biren Kumar Garnayak (SDO Junagarh), Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Dibas Kumar Mund, Repr. By Dipti Lochan Mund, At/Po-Atigaon, 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 Dharamgarh on dt. 12.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1.50 KW having consumer no- **9040-0102-1373** EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that 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) Written Version: 11.02.2026
- 2) Bill details from: 10/2018 to 12/2025
- 3) Date of supply: 09.03.2018
- 4) Category: LT/Irrigation
- 5) Connected Load: 1.50 KW
- 6) Meter No – TPU009448
- 7) Installed on: 22.10.2021 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 date of power supply of the consumer 09.03.2018. the consumer was billed from the date of power supply to Jan'22 on PL basis. The meter was changed on dt-



22.10.2021 but enter in data base on 09.02.2022. the consumer was billed from Feb'2022 to till date on actual basis. 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 date of power supply of the consumer 09.03.2018. the consumer was billed from the date of power supply to Jan'22 on PL basis. The meter was changed on dt-22.10.2021 but enter in data base on 09.02.2022. the consumer was billed from Feb'2022 to till date on actual basis.
- Some bill was served abnormally from 03/018 to 01/2024 due to suppress meter reading.
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ORDER **27.02.2026**

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 03/2018 to 01/2024 with IMR "0" Kwh and FMR "14577" 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- 31.03.2026**.


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. Sri Dibas Kumar Mund, Repr. By Dipti Lochan Mund, At/Po-Atigaon, 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