



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 1127<sup>(S)</sup>

Dated, the 30.07.2025

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

1	Case No.	Complaint Case No. BPT-270/2025																											
2	Complainant/s	Name & Address Smt Smita Sahoo, Repr. By Sanjeeb Kumar Sahoo, At-Sahupada Ward No-12, Po/Ps- Junagarh, Dist.- Kalahandi.		Consumer No 9042-4106-0106	Contact No. 88959-37969																								
3	Respondent/s	Name Sri Biren Kumar Garnayak, SDO Elect. Junagarh, 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>				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>																		
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8	Date(s) of Hearing	22.07.2025																											
9	Date of Order	30.07.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



**Place of Hearing: Junagarh**

**Appeared:**

1. **For the Complainant** – Smt Smita Sahoo, Repr. By Sanjeeb Kumar Sahoo, At-Sahupada Ward No-12, Po/Ps-Junagarh, Dist.- Kalahandi.
2. **For the Respondent** – Sri Biren Kumar Garnayak, SDO Elect. Junagarh, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Smt Smita Sahoo, Repr. By Sanjeeb Kumar Sahoo, At-Sahupada Ward No-12, Po/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 Junagarh on dt. 22.07.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/DOM supply with CD of 2 KW having consumer no- **9042-4106-0106** under SDO Elect. Junagarh.
- 2) As complained by the complainant 6067 units was billed in the month of 12/2007.
- 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 (SDO Elect. Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 25/07/2025
- 2) Bill details from: 08/2002 to 06/2025
- 3) Date of supply: 14.08.2002
- 4) Category: LT/DOM
- 5) Connected Load: 2 KW
- 6) Meter No – TWST15100970
- 7) Installed on: 14.05.2025 with IMR "0"
- 8) CMR: 517 on dt. 25.07.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Junagarh as follows:
  - Consumer has dispute regarding high bills between 08/2002 to 09/2013.



## 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 has dispute regarding high bills between 08/2002 to 09/2013.
- From 10/2013 to 12/2015 Provisional bills have been served.
- Some abnormal bills were served during the period from 08/2002 to 10/2013 due to suppress meter reading.
- Meter No. TWST15100970 had been installed on dt. 14.05.2025 and the CRM is "517" Kwh as on dt. 25.07.2025.

### **ORDER**

**30.07.2025**

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 01/2014 to 12/2015 (2 years) are to be revised by taking average of six consecutive billing of new meter ( by taking IMR "0" Kwh on 05/2025 and CMR of 10/2025).
- The bills to be recasted from 08/2002 to 09/2013 with IMR "0" Kwh on 08/2002 and FMR "20845" Kwh on 09/2013.


The case is disposed of accordingly.


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

### **Compliance Month-November-25**

  
**B. NAIK**  
Co-Opted Member

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

  
**K.K. PATNAIK**  
MEMBER (Fin.)  
**MEMBER FIN**  
**GRF, Bhawanipatna**

  
**A.N. MEHER**  
PRESIDENT  
**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: -

1. Smt Smita Sahoo, Repr. By Sanjeeb Kumar Sahoo, At-Sahupada Ward No-12, Po/Ps-Junagarh, Dist.- Kalahandi.
2. SDO Elect. Junagarh, 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."**