



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/ 11345

Dated, the 31.07.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-272/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Duryodhan Meher, Repr. By Sri Kasinath Meher, At/Po-Chichiguda, Ps-Junagarh, Dist.-Kalahandi.		9042-4303-0671	77357-96460																								
3	Respondent/s	Name		Division																									
		Sri Biren Kumar Garnayak, SDO Elect. Junagarh, TPWODL.		Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																												
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"> <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</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> </tr> <tr> <td>6. Others</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	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																		
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6. Others																													
8	Date(s) of Hearing	22.07.2025																											
9	Date of Order	31.07.2025																											
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** – Sri Duryodhan Meher, Repr. By Sri Kasinath Meher, At/Po-Chichiguda, 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 Sri Duryodhan Meher, Repr. By Sri Kasinath Meher, At/Po-Chichiguda, 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 1 KW having consumer no- **9042-4303-0671** under SDO Elect. Junagarh.
- 2) As complained by the complainant 2519 units was served in the month of 01/2023 which is very high.
- 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: 01/2021 to 06/2025
- 3) Date of supply: 16.10.2020
- 4) Category: LT/DOM
- 5) Connected Load: 1 KW
- 6) Meter No – TWB600551
- 7) Installed on: 15.12.2023 with IMR "0"
- 8) CMR: 2634 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 at a time bill in the month of 01/2023 amounting 15346.51. 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 has dispute regarding at a time bill in the month of 01/2023 amounting 15346.51.
- Some abnormal bills were served during the period from 10/2020 to 06/2023 due to suppress meter reading.
- Meter No. TWB600551 had been installed on dt. 15.12.2023 and the CMR is "2634" Kwh as on dt. 25.07.2025.

ORDER

31.07.2025

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 to be recasted from 10/2020 to 06/2023 with IMR "0" Kwh on 10/2020 and FMR "4171" Kwh on 06/2023.

The case is disposed of accordingly.

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

Compliance Month-August-25


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 Duryodhan Meher, Repr. By Sri Kasinath Meher, At/Po-Chichiguda, 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."