



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 1287^(S)

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-390/2025		
2	Complainant/s	Name & Address		Consumer No
		Sri Madhuban Naik, Repr. By Sri Krirabdhi Naik, At/Po-Bhejipadar, Ps-Junagarh, Dist.- Kalahandi.		9042-4306-0037
3	Respondent/s	Name Sri Balmakund Biswal, Repr. For Sri Biren Garnayak, SDO Elect. Junagarh, TPWODL.		Division Kalahandi West Electrical Division, TPWODL
4	Date of Application	1. Agreement/Termination 2. Billing Disputes <input checked="" type="checkbox"/> 3. Classification/Reclassification of Consumers 4. Contract Demand / Connected Load <input type="checkbox"/> 5. Disconnection / Reconnection of Supply 6. Installation of Equipment & apparatus of Consumer <input type="checkbox"/> 7. Interruptions 8. Metering <input type="checkbox"/> 9. New Connection 10. Quality of Supply & GSOP <input type="checkbox"/> 11. Security Deposit / Interest 12. Shifting of Service Connection & equipment's <input type="checkbox"/> 13. Transfer of Consumer Ownership 14. Voltage Fluctuations <input type="checkbox"/> 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	10.09.2025		
9	Date of Order	13.10.2025		
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: Junagarh

Appeared:

1. **For the Complainant** – Sri Madhuban Naik, Repr. By Sri Krirabdhi Naik, At/Po-Bhejipadar, Ps-Junagarh, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, Repr. For Sri Biren Garnayak, SDO Elect. Junagarh, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Madhuban Naik, Repr. By Sri Krirabdhi Naik, At/Po-Bhejipadar, 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. 10.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.50 KW having consumer no- 9042-4306-0037 under SDO Elect. Junagarh.
- 2) As complained by the complainant that some abnormal excess bill was served.
- 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: 22/09/2025
- 2) Bill details from: 01/2002 to 07/2025
- 3) Date of supply: 27.04.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 1.50 KW
- 6) Meter No – TWSP51061324
- 7) Installed on: 09.10.2023 with IMR "0"
- 8) CMR: 1844 KWH on 22/09/2025
- 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 02/2014 to 01/2016. 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 high bills between 02/2014 to 01/2016.
- Meter no- TWSP51061324 had been installed on dt-09.10.2023 and CMR is 1844 KWH on 22/09/2025.
- 5235 units was served in the month of 01/2023, which seems to be suppressed meter reading.

ORDER

13.10.2025

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 02/2014 to 01/2016 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 02/2016 to 01/2023 with IMR "0" KwH and FMR "9036" KwH.
- Any adjustments made during the revision period are also to 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- 30.11.2025**.

Naik 13.10.25
B. NAIK
Co-Opted Member

Naik 13.10.25
Co-Opted Member
GRF, Bhawanipatna
Copy to:-

Naik 13.10.25
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

Naik 13.10.25
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Sri Madhuban Naik, Repr. By Sri Krirabdh Naik, At/Po-Bhejipadar, Ps-Junagarh, Dist.-Kalahandi.
2. SDO Elect. Junagarh, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.