

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/ 12475

Dated, the 30.10.2025

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

1	Case No.	Complaint Case No. BPT-375/2025		
2	Complainant/s	Name & Address		Consumer No
		Sri Sanjaya Kumar Bhoi, At-Funda, Po-Farang, Via-Sosia, Dist.-Kalahandi.		9042-4313-0008
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	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">1. Agreement/Termination</div> <div style="width: 45%;">2. Billing Disputes</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">3. Classification/Reclassification of Consumers</div> <div style="width: 45%;">4. Contract Demand / Connected Load</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">5. Disconnection / Reconnection of Supply</div> <div style="width: 45%;">6. Installation of Equipment & apparatus of Consumer</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">7. Interruptions</div> <div style="width: 45%;">8. Metering</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">9. New Connection</div> <div style="width: 45%;">10. Quality of Supply & GSOP</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">11. Security Deposit / Interest</div> <div style="width: 45%;">12. Shifting of Service Connection & equipment's</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">13. Transfer of Consumer Ownership</div> <div style="width: 45%;">14. Voltage Fluctuations</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">15. Others (Specify) –</div> <div style="width: 45%;"></div> </div>		
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	18.09.2025		
9	Date of Order	30.10.2025		
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: GRF BPT, Office

Appeared:

1. **For the Complainant** – Sri Sanjaya Kumar Bhoi, At-Funda, Po-Farang, Via-Sosia, 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 Sanjaya Kumar Bhoi, At-Funda, Po-Farang, Via-Sosia, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at GRF BPT, Office on dt. 18.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- 9042-4313-0008 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: 24.10.2025
- 2) Bill details from: 02/2001 to 09/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWNX311408
- 7) Installed on: 18.01.2024 with IMR “0”
- 8) CMR: 11673 KWH on 28.10.2025
- 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 disputed regarding multiple meter change assessment in the month of 06/2025 and 07/2025. 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 has disputed regarding multiple meter change assessment in the month of 06/2025 and 07/2025.

ORDER

30.10.2025

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:

- To withdraw the earlier bill revision was effect on dt-12.06.2025.
- To recast the bill from 02/2003 to 10/2012 with IMR "0" KwH and FMR "6250" 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. 30.11.2025**.

30/10/2025
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

30/10/2025
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

30/10/2025
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Sanjaya Kumar Bhoi, At-Funda, Po-Farang, Via-Sosia, 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."