



## 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/ 1281<sup>(S)</sup>

Dated, the 14.11.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-522/2025		
2	Complainant/s	Name & Address Smt Mangala Rout, At/Po-Churagaon, Kalampur, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4401-0608	Contact No. 63711-40983
3	Respondent/s	Name Sri Biren Garnayak, SDO Elect. Junagarh, TPWODL.	Division Kalahandi West Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	✓
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155 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	28.10.2025		
9	Date of Order	14.11.2025		
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: Kalampur

Appeared:

1. For the Complainant – Smt Mangala Rout, At/Po-Churagaon, Kalampur, Ps-Kalampur, Dist.-Kalahandi.
2. For the Respondent – Sri Biren Garnayak, SDO Elect. Junagarh, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Smt Mangala Rout, At/Po-Churagaon, Kalampur, Ps-Kalampur, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kalampur on dt. 28.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- 9042-4401-0608 under SDO Elect. Junagarh.
- 2) As complained by the complainant that excess actual bill was served in the month of 01/2025.
- 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: 31.10.2025
- 2) Bill details from: 05/2014 to 10/2025
- 3) Date of supply: 12.05.2014
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – LW604756
- 7) Installed on: 22.11.2020 with IMR “0”
- 8) CMR: 1618 KWH on 31.10.2025
- 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 dispute regarding high bills between 03/2022 to 09/2025. 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 dispute regarding high bills between 03/2022 to 09/2025.
- Meter mismatch case meter was installed on 11/2020 but updated in database was 07/2024.

### **ORDER 14.11.2025**

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 recast the bill from 11/2020 to 10/2025 with IMR "0" kWh and FMR "1620" kWh.
- To withdraw the earlier bill revision was effect on dt-18.06.2024.
- 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- 31.12.2025**.

  
**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. Smt Mangala Rout, At/Po-Churagaon, Kalampur, Ps-Kalampur, 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: Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**