



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/ 1183⁶⁹ Dated, the 30.08.2025

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

1	Case No.	Complaint Case No. BPT-300/2025																										
2	Complainant/s	Name & Address Sri Gopal Chandra Rout, At-Patrabasa, Po-Pandigaon, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4404-0120	Contact No. 91786-15886																								
3	Respondent/s	Name Sri Biren Kumar Gadnayak, 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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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</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	08.08.2025																										
9	Date of Order	30.08.2025																										
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 Gopal Chandra Rout, At-Patrabasa, Po-Pandigaon, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Biren Kumar Gadnayak, SDO Elect. Junagarh, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Gopal Chandra Rout, At-Patrabasa, Po-Pandigaon, 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 Junagarh on dt. 08.08.2025, 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- **9042-4404-0120** under SDO Elect. Junagarh.
- 2) As complained by the complainant that actual bill served from 09/2016 to 02/2023.
- 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 withdraw 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: 14/08/2025
- 2) Bill details from: 02/2001 to 07/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/DOM
- 5) Connected Load 1 KW
- 6) Meter No – TWB335749
- 7) Installed on: 25.03.2024 with IMR "0"
- 8) CMR: 2103 KWH on 14/08/2025
- 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 high bills in the month of 10/2022. 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 Consumer has disputed regarding high bills in the month of 10/2022.
- Some bill was served with high consumption meter reading during the period from 09/2016 to 02/2023 due to suppress meter reading.
- Meter No. TWB335749 had been installed on dt. 25.03.2024 and the CMR is "2103" KWH on 14/08/2025

ORDER

30.08.2025

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 bill to be recasted from 09/2016 to 02/2023 with IMR "0" Kwh on 09/2016 and FMR "15220" Kwh on 02/2023.
- Any bill revision done earlier during this period may be taken into consideration.

The case is disposed of accordingly.

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

Compliance Month-September-25


B. NAIK
Co-Opted Member


K.K. PATTNAIK
MEMBER (Fin.)


A.N. MEHER
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

Copy to:-

1. Sri Gopal Chandra Rout, At-Patrabasa, Po-Pandigaon, 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."