



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

## BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1082<sup>99</sup> Dated, the 12.06.2025

**Quorum:** Er. Anil Kumar Patra - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-217/2025																										
2	Complainant/s	Name & Address Sri Miniketan Sahu, Repr. By Sri Chitrasen Sahu, At-Sagbari, Po-Kalampur, Ps-Kalampur, Dist.-Kalahandi.	Consumer No 9042-4406-0182	Contact No. 99384-26073																								
3	Respondent/s	Name Sri Manoj Kumar Pattnaik, EE Elect. I/C SDO, Junagarh, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <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 &amp; 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 &amp; GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; 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	1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u> 3. OERC Conduct of Business) Regulations, 2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u> 6. Others <u></u>																										
8	Date(s) of Hearing	16.05.2025																										
9	Date of Order	12.06.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Kalampur**  
**Appeared:**

1. **For the Complainant** – Sri Miniketan Sahu, Repr. By Sri Chitrasen Sahu, At-Sagbari, Po-Kalampur, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, EE Elect. I/C SDO, Junagarh, TPWODL.

**Complaint Case No. BPT-217/2025**

Sri Miniketan Sahu,  
Repr. By Sri Chitrasen Sahu,  
At-Sagbari, Po-Kalampur,  
Ps-Kalampur,  
Dist.-Kalahandi.

**Con. No.9042-4406-0182**

**COMPLAINANT**

Sri Manoj Kumar Pattnaik,  
EE Elect. I/C SDO, Junagarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Miniketan Sahu Repr. by Sri Chitrasen Sahu, At- Sagbari, Po/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. 16.05.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- **9042-4406-0182** under EE, Elect. I/C SDO Junagarh.
- 2) As complained by the complainant that the average bill was served from 09/2015 to 01/2019.
- 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 (EE, Elect. I/C SDO Junagarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 09/06/2025
- 2) Bill details from: 03/2010 to 04/2025
- 3) Date of supply: 06.01.2010
- 4) Category: LT/Domestic



- 5) Connected Load 1.5 KW
- 6) Meter No – LW218533
- 7) Installed on: 03.02.2019 with IMR "0"
- 8) CMR: "5508" KWH on 09/06/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. I/C SDO Junagarh as follows:
  - Consumer has dispute regarding high bill in between months 01/2017 to 04/2025.

### **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 dispute regarding high bill in between months 01/2017 to 04/2025.
- As per the billing database average bill was served from 09/2015 to 02/2019, and bill revision towards defective period assessment was taken in place on dtd. 11.03.2024, so no needs to revise the bill.

### **ORDER**

**12.06.2025**

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:


- As the bill revision was taken in place, so no need to revise the bill.


Case is disposed of accordingly. The case is hereby **dropped**.

The case is disposed of accordingly.

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhawanipatna**

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
**MEMBER FIN**  
**GRF, Bhawanipatna**

  
**A.K. PATRA**  
PRESIDENT  
**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to:

1. Sri Miniketan Sahu Repr. by Sri Chitrasen Sahu, At- Sagbari, Po/Ps- Kalampur, Dist- Kalahandi.
2. EE, Elect. I/C SDO 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."**