



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/ 1063⁶ 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-218/2025																										
2	Complainant/s	Name & Address Shashi Majhi, Repr. By Sri Mahendra Majhi, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.- Kalahandi.	Consumer No 9042-4408-0592	Contact No. 96925-45409																								
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><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) -		
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) -																												
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) 155</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) 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																		
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	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** – Shashi Majhi, Repr. By Sri Mahendra Majhi, At-Bankapala, Po-Deypur, Ps-Kalampur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Manoj Kumar Pattnaik, EE Elect. I/C SDO, Junagarh, TPWODL.

Complaint Case No. BPT-218/2025

Shashi Majhi,
Repr. By Sri Mahendra Majhi,
At-Bankapala, Po-Deypur,
Ps-Kalampur,
Dist.-Kalahandi.

Con. No.9042-4408-0592

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

.....
GIST OF THE COMPLAINT:

The complainant consumer Shashi Majhi Repr. by Sri Mahendra Majhi, Sri Mahendra Majhi, Po- Deypur, 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 0.04 KW having consumer no- **9042-4408-0592** under EE, Elect. I/C SDO Junagarh.
- 2) As complained by the complainant that abnormal bill was served from 02/2023 to 03/2024.
- 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: 07/2018 to 02/2025
- 3) Date of supply: 20.04.2018



- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – 1048099
- 7) Installed on: 05.11.2022 with IMR "0"
- 8) CMR: 973 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 bills in between months 11/2022 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 bills in between months 11/2022 to 04/2025.
- As per billing database the meter no. 1048099 was installed in complainant premises on 05.11.2022, but the provisional/average bill was served from 09/2019 to 02/2024. And the bill revision towards delay meter updating was taken in place on dtd. 07.02.2023, 11.05.2023 & 14.03.2024.

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:

- To recast the bill from 11/2022 to 04/2025 with IMR "0" Kwh on 11/2022 and FMR "973" Kwh on 06/2025.
- To withdraw the earlier bill revision was effect on dtd. 07.02.2023, 11.05.2023 & 14.03.2024.

The case is disposed of accordingly.

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

Compliance Month-June-25

Recd 12/6/25
B. NAIK
Co-Opted Member
Co-Opted Member
GRF Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna
Page 3 | 4

Opp on 12-6-25
A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Shashi Majhi Repr. by Sri Mahendra Majhi, Sri Mahendra Majhi, Po- Deypur, 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."

GRF BHAWANIPATNA