



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/ 1303^(S)

Dated, the 13.10.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-378/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sri Kora Nahak, Repr. By Sri Kalia Nahak, At- College Pada Junagarh, Po/Ps-Junagarh, Dist.-Kalahandi.		9042-9992-0125		
3	Respondent/s	Name Sri Balmakund Biswal, Repr. For Sri Biren Garnayak, SDO Elect. Junagarh, TPWDL.		Division Kalahandi West Electrical Division, TPWDL		
4	Date of Application					
5	In the matter of-	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	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	13.10.2025				
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 Kora Nahak, Repr. By Sri Kalia Nahak, At-College Pada Junagarh, Po/Ps-Junagarh, 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 Kora Nahak, Repr. By Sri Kalia Nahak, At-College Pada Junagarh, Po/Ps-Junagarh, 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 1 KW having consumer no- 9042-9992-0125 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: 18/09/2025
- 2) Bill details from: 02/2001 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWST15094282
- 7) Installed on: 04.08.2025 with IMR “0”
- 8) CMR: 18 KWH on 18/09/2025
- 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 supply was disconnected from 01.06.2002 to 30.04.2003. 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 supply was disconnected from 01.06.2002 to 30.04.2003.
- From 06/2002 to 04/2003 average bills have been served.

ORDER

13.10.2025

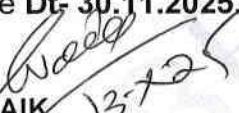
Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To withdraw the bill from 06/2002 to 04/2003 as the complainant was not availing power supply.
- 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.

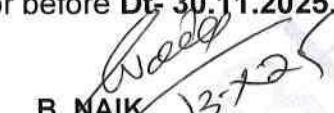
The case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before Dt- 30.11.2025


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 Kora Nahak, Repr. By Sri Kalia Nahak, At-College Pada Junagarh, Po/Ps-Junagarh, 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."