



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 11956 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-294/2025		
2	Complainant/s	Name & Address Sri Brajabandhu Pradhan, At/Po-Ghumbhari, Ps-Golamunda, Dist.- Kalahandi.	Consumer No 9043-4205-0017	Contact No. 93482-54239
3	Respondent/s	Name Sri Balmakund Biswal SDO Elect. Dharamgarh, TPWODL.	Division Kalahandi West Electrical Division, TPWODL	
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) 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	06.08.2025		
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: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Brajabandhu Pradhan, At/Po-Ghumbhari, Ps-Golamunda, Dist.- Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

.....

GIST OF THE COMPLAINT:

The complainant consumer Sri Brajabandhu Pradhan, At/Po-Ghumbhari, Ps-Golamunda, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 06.08.2025, 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- **9043-4205-0017** SDO Elect. Dharamgarh.
- 2) As complained by the complainant that some abnormal excess bill were 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. Dharamgarh) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 18.08.2025
- 2) Bill details from: 02/2001 to 06/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWST15092804
- 7) Installed on: 09.08.2025 with IMR "0"
- 8) CMR: 100 KWH on 18.08.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - Billing is actual from the date of connection to 01/2016. Meter was changed on 03/2019 and billing was actual till 03/2023. 5393 units billed on 09/2024. Billing was average from 04/2023 to 11/2023. A new meter is changed on 09.08.2025. 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 Billing is actual from the date of connection to 01/2016. Meter was changed on 03/2019 and billing was actual till 03/2023. 5393 units billed on 09/2024. Billing was average from 04/2023 to 11/2023. A new meter is changed on 09.08.2025.
- Some bill was served in high consumption meter reading the period from 02/2001 to 11/2018 due to suppress meter reading.

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 bills to be recasted from 12/2002 to 11/2018 with IMR "1791" Kwh on 12/2002 and FMR "12710" Kwh on 11/2018.

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

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Brajabandhu Pradhan, At/Po-Ghumbhari, Ps-Golamunda, Dist.- Kalahandi.
2. SDO Elect. Dharamgarh 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."