



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1889

Dated, the 31.03.2026

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-236/2026	Consumer No	Contact No.	
2	Complainant/s	Name & Address Late Iswar Prasad Pattjoshi, Repr. By Nitish Pattjoshi, At-Mukhiguda, Po-Dumerguda, Via-Sosia, Dist.-Kalahandi.	9043-4210-0046	63706-89967	
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) <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	16.03.2026			
9	Date of Order	31.03.2026			
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** – Late Iswar Prasad Pattjoshi, Repr. By Nitish Pattjoshi, At-Mukhiguda, Po-Dumerguda, Via-Sosia, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

**GIST OF THE COMPLAINT:**

The complainant consumer Late Iswar Prasad Pattjoshi, Repr. By Nitish Pattjoshi, At-Mukhiguda, Po-Dumerguda, Via-Sosia, 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. 16.03.2026, 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- **9043-4210-0046** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that bills to be revised.
- 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: 23.03.2026
- 2) Bill details from: 01/2021 to 02/2026
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWSP51002536
- 7) Installed on: 05.07.2023 with IMR "0"
- 8) CMR:5303 KWH on dt- 23.03.2026
- 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 was actual from date of connection to till now and some unusual billing happen from 06/2023 like 454 units billed on 06/2023 and 502 units billed on 05/2024 and 3



units billed on 07/2024. 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 was actual from date of connection to till now and some unusual billing happen from 06/2023 like 454 units billed on 06/2023 and 502 units billed on 05/2024 and 3 units billed on 07/2024.
- Some bill was served abnormally from 06/2023t to 02/2026 due to supress meter reading.

#### **ORDER**

**31.03.2026**

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 06/2023 to 02/2026 with IMR "0" KwH and FMR "524.5" KwH.
- 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.04.2026**.

  
**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. Late Iswar Prasad Pattjoshi, Repr. By Nitish Pattjoshi, At-Mukhiguda, Po-Dumerguda, Via-Sosia, 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**