



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

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

Memo No. GRF/BPT/Order/ 1892^{CS}

Dated, the 31.03.2026

Er. Achyutananda Meher - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-235/2026		
2	Complainant/s	Name & Address Smt Sunanda Pattjoshi, Repr. By Saswat Pattjoshi, At-Mukhiguda, Po-Dumerguda, Via-Sosia, Dist.-Kalahandi.	Consumer No 9043-4210-0051	Contact No. 78529-94617
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	<input checked="" type="checkbox"/>
		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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Smt Sunanda Pattjoshi, Repr. By Saswat 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 Smt Sunanda Pattjoshi, Repr. By Saswat 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- **9043-4210-0051** 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.

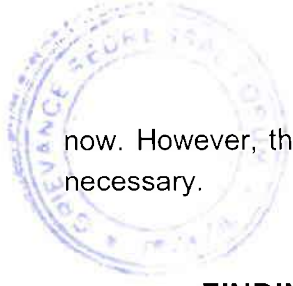
The complainant has prayed for:

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: 02/2001 to 02/2026
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TPWODL1113363
- 7) Installed on: 21.10.2022 with IMR "0"
- 8) CMR: 4475 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 01/2018 and average from 05/2018 to 07/2022. A new meter is installed on 10/2022 and billing is actual from 11/2022 to till



now. 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 01/2018 and average from 05/2018 to 07/2022. A new meter is installed on 10/2022 and billing is actual from 11/2022 to till now.
- From 03/2018 to 11/2022 provisional / average bills have been served.
- Some bill was served abnormally from 12/2001 to 01/2018 & 11/2022 to 02/2026 due to suppress 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:

- The bills served from 01/2022 to 11/2022 are to be revised by taking average of 09/2025 to 02/2026 consecutive billing of new meter.
- To recast the bill from 02/2001 to 01/2018 with IMR "0" Kwh and FMR "10911" Kwh.
- To recast the bill from 11/2022 to 02/2026 with IMR "0" Kwh and FMR "4439" 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. Smt Sunanda Pattjoshi, Repr. By Saswat 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: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”