



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/ 12519

Dated, the 30.10.2025

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

1	Case No.	Complaint Case No. BPT-482/2025			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Raghu Bernal, Repr. By Smt Purnami Durga, At/Po-Boden, Via-Dharamgarh, Dist.-Kalahandi.	9043-4216-0433	93488-16177	
3	Respondent/s	Name	Division		
		Sri Balmakund Biswal	Kalahandi West Electrical		
		SDO Elect. Dharamgarh, TPWODL.	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	15.10.2025			
9	Date of Order	30.10.2025			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Raghu Bernal, Repr. By Smt Purnami Durga, At/Po-Boden, Via-Dharamgarh, Dist.- Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

.....
GIST OF THE COMPLAINT:

The complainant consumer Sri Raghu Bernal, Repr. By Smt Purnami Durga, At/Po-Boden, Via-Dharamgarh, 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. 15.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.11 KW having consumer no- **9043-4216-0433** SDO Elect. Dharamgarh.
- 2) As complained by the complainant that some excess bill were served in the month of 04/2019 to 06/2019.
- 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: 16.10.2025
- 2) Bill details from: 02/2018 to 09/2025
- 3) Date of supply:
- 4) Category: LT/Domestic
- 5) Connected Load: 0.11 KW
- 6) Meter No – TWSP51032801
- 7) Installed on: 15.09.2023 with IMR "0"
- 8) CMR: 2488 KWH on 16.10.2025
- 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 was actual from date of connection to 10/2020 and average from 12/2020 to 06/2023. A new meter is installed on 09/2023 and billing is actual 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 10/2020 and average from 12/2020 to 06/2023. A new meter is installed on 09/2023 and billing is actual till now.
- Some bill was served abnormally from 02/2018 to 10/2020 due to suppressed meter reading.

ORDER

30.10.2025

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 recast the bill from 02/2018 to 10/2020 with IMR "0" Kwh and FMR "3267" 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 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
 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 Raghu Bernal, Repr. By Smt Purnami Durga, At/Po-Boden, Via-Dharamgarh, 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."