



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA  
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## BENCH:

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

Memo No. GRF/BPT/Order/ 1136<sup>s</sup>

Dated, the 31.07.2025

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

1	Case No.	Complaint Case No. BPT-249/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ankabal Naik, Repr. By Sri Hemanta Naik, At/Po-Chhilipa, Ps-Dharamgarh, Dist.-Kalahandi.		9043-4224-0858	84560-92458																								
3	Respondent/s	Name Sri Balmakund Biswal SDO Elect. Dharamgarh, TPWODL.		Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																												
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004; Clause</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td> </tr> <tr> <td>6. Others</td> </tr> </table>				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																		
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6. Others																													
8	Date(s) of Hearing	15.07.2025																											
9	Date of Order	31.07.2025																											
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 Ankabal Naik, Repr. By Sri Hemanta Naik, At/Po-Chhilipa, Ps-Dharamgarh, Dist.- Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Ankabal Naik, Repr. By Sri Hemanta Naik, At/Po-Chhilipa, Ps-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. 15.07.2025, 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- **9043-4224-0858** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the meter was change assessment done for the period from 09/2022 to 02/2024, which period was disconnected.
- 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: 29.07.2025
- 2) Bill details from: 08/2015 to 06/2025
- 3) Date of supply: 19.07.2015
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWB667609
- 7) Installed on: 19.03.2024 with IMR "0"
- 8) CMR: 1658 KWH on 29/07/2025
- 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 but as per field verification it was found that the line was disconnected to the premises from 09/2022 to 02/2024. 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 the Billing is actual from the date of connection but as per field verification it was found that the line was disconnected to the premises from 09/2022 to 02/2024
- From 09/2022 to 02/2024 Provisional/ average bills have been served.
- As per billing database the bill not generate from 09/2022 to 02/2024 as the power supply was disconnected, so the meter change assessment was wrongly imposed for that Period.
- Meter No. TWB667609 had been installed on dt. 19.03.2024

### **ORDER**

**31.07.2025**

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 earlier meter change assessment was effect on dt. 27.05.2025.


The case is disposed of accordingly.


Compliance report must be submitted to the Forum by **August-25** by the opposite party after compliance otherwise it will be treated as non-compliance.

### **Compliance Month-August-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 Ankabai Naik, Repr. By Sri Hemanta Naik, At/Po-Chhilipa, Ps-Dharamgarh, Dist.-Kalahandi.
2. SDO Elect. Dharamgarh TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.