



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/ 1125⁹ 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-247/2025																										
2	Complainant/s	Name & Address Sri Trilochan Naik, Repr. By Sri Subhendra Naik, At-Ghutia, Po-Chichia, Via-Sosia, Dist.-Kalahandi.	Consumer No 9043-4225-0039	Contact No. 63707-09745																								
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-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></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) <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																		
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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 Trilochan Naik, Repr. By Sri Subhendra Naik, At-Ghutia, Po-Chichia, Via-Sosia, 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 Trilochan Naik, Repr. By Sri Subhendra Naik, At-Ghutia, Po-Chichia, 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. 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- **9043-4225-0039** SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the Provisional billing from 05/2016 to 12/2021.
- 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: 03/2001 to 06/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWST178765
- 7) Installed on: 20.11.2024 with IMR "0"
- 8) CMR: 982 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 was average 03/2001 to 05/2015 and billing was average from 02/2018 to 10/2024. A new meter was installed on 20.11.2024 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 the Billing was average 03/2001 to 05/2015 and billing was average from 02/2018 to 10/2024. A new meter was installed on 20.11.2024 and billing is actual till now.
- From 03/2001 to 12/2021 Provisional/ average bills have been served.
- Meter No. TWST178765 had been installed on dt. 20.11.2024 and CMR is "982" Kwh as on dt. 29.07.2025.

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:

- The bills served from 01/2020 to 12/2021 (2 year) are to be revised by taking IMR "0" Kwh on 11/2024 and FMR "347" Kwh on 04/2025.

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

Naik
31/7/25
B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna

[Signature]
K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna

[Signature]
31/7/25
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Trilochan Naik, Repr. By Sri Subhendra Naik, At-Ghutia, Po-Chichia, 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."