

# 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/ 1363

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-481/2025                                                                   |                                                           |             |        |
| 2  | Complainant/s                                | Name & Address                                                                                    | Consumer No                                               | Contact No. |        |
|    |                                              | Sri Binayak Rout, Repr. By Sri Debendra Rout, At/Po-Brundabahal, Via-Dharamgarh, Dist.-Kalahandi. | 9043-4227-0544                                            | 81180-48072 |        |
| 3  | Respondent/s                                 | Name<br>Sri Balmakund Biswal<br>SDO Elect. Dharamgarh, TPWODL.                                    | Division<br>Kalahandi West Electrical<br>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                           | 15.10.2025                                                                                        |                                                           |             |        |
| 9  | Date of Order                                | 30.10.2025                                                                                        |                                                           |             |        |
| 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 Binayak Rout, Repr. By Sri Debendra Rout, At/Po-Brundabahal, Via-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 Binayak Rout, Repr. By Sri Debendra Rout, At/Po-Brundabahal, 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 0.04 KW having consumer no- **9043-4227-0544** SDO Elect. Dharamgarh.
- 2) As complained by the complainant that excess bill was served in the month of 06/2023.
- 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: 12/2017 to 09/2025
- 3) Date of supply: 24.11.2017
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – TWST1704152
- 7) Installed on: 29.03.2024 with IMR "0"
- 8) CMR: 1520 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 02/2024 and 3906 units billed on 06/2023. A new meter is installed on 03/2024 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 Billing Was actual from date of connection to 02/2024 and 3906 units billed on 06/2023. A new meter is installed on 03/2024 and billing is actual till now.
- Some bill was served abnormally from 11/2017 to 02/2024 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 11/2017 to 02/2024 with IMR "0" Kwh and FMR "6861" Kwh.
- To withdraw the earlier bill revision was effect on dt-18.01.2024.
- 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 Binayak Rout, Repr. By Sri Debendra Rout, At/Po-Brundabahal, 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."**