



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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### BENCH:

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

Memo No. GRF/BPT/Order/ 1188<sup>9</sup>

Dated, the 30.08.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

- President  
- Member (Finance)  
- Co-Opted Member

1	Case No.	Complaint Case No. BPT-291/2025																											
2	Complainant/s	Name & Address Late Biswambar Ligada, Repr. By Sri Parameswar Ligada, At/Po-Khaliakani, Ps-Golamunda, Dist.- Kalahandi.		Consumer No 9043-4305-0019	Contact No. 97775-42498																								
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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 <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></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 <u></u>	3. OERC Conduct of Business) Regulations,2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u>	6. Others <u></u>																		
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8	Date(s) of Hearing	06.08.2025																											
9	Date of Order	30.08.2025																											
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** – Late Biswambar Ligada, Repr. By Sri Parameswar Ligada, At/Po-Khaliakani, Ps-Golamunda, Dist.- Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Late Biswambar Ligada, Repr. By Sri Parameswar Ligada, At/Po-Khaliakani, Ps-Golamunda, 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. 06.08.2025, 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- **9043-4305-0019** SDO Elect. Dharamgarh.
- 2) As complained by the complainant that some abnormal bills were served.
- 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: 16.08.2025
- 2) Bill details from: 07/2002 to 07/2025
- 3) Date of supply: 17.11.2001
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWST1738174
- 7) Installed on: 08.07.2024 with IMR "0"
- 8) CMR: 3383 KWH on 16.08.2025
- 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 installation to 01/2016. After average period from 03/2016 to 09/2016 the same meter was activated with initial reading 1469 Kwh. Billing was average from 09/2022 to 05/2024. A new meter was installed on 08.07.2024 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 installation to 01/2016. After average period from 03/2016 to 09/2016 the same meter was activated with initial reading 1469 KWH. Billing was average from 09/2022 to 05/2024. A new meter was installed on 08.07.2024 and billing is actual till now.
- Some bill was served in high consumption meter reading the period from 11/2001 to 07/2021 due to suppress meter reading.
- Meter no. TWST1738174 had been installed on dt. 08/07/2024.

### **ORDER**

**30.08.2025**

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 11/2001 to 07/2021 with IMR "0" kWh on 11/2001 and FMR "4110" kWh on 07/2021.

The case is disposed of accordingly.

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

### **Compliance Month-September-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. Late Biswambar Ligada, Repr. By Sri Parameswar Ligada, At/Po-Khaliakani, Ps-Golamunda, 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."**