



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1095⁶⁹ Dated, the 26.06.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-222/2025																										
2	Complainant/s	Name & Address Smt Hastini Tandi, At-Bhataguda, Po-Naktikani, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9043-4306-0836	Contact No. 79784-85619																								
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) 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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8	Date(s) of Hearing	04.06.2025																										
9	Date of Order	26.06.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Golamunda
Appeared:**

1. **For the Complainant** – Smt Hastini Tandi, At-Bhataguda, Po-Naktikani, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

Complaint Case No. BPT-222/2025

Smt Hastini Tandi,
At-Bhataguda, Po-Naktikani,
Ps-Golamunda,
Dist.-Kalahandi.

Con. No.9043-4306-0836

COMPLAINANT

Sri Balmakund Biswal,
SDO Elect. Dharamgarh,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Smt. Hastini Tandi, At- Bhataguda, Po- Naktikani, Ps-Golamunda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant appeared and submitted during course of hearing at camp court at Golamunda on dt. 04.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- **9043-4306-0836** under Elect. SDO Elect. Dharamgarh.
- 2) As complained by the complainant that the abnormal bill was served in the month of July-2024 and August-2024.
- 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: 04/06/2025
- 2) Bill details from: 07/2024 to 05/2025
- 3) Date of supply: 01/01/2022
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – TWST15103582



- 7) Installed on: 16/05/2025 with IMR "0"
- 8) CMR: 0 KWH on 04/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Applied for revision of bill from 07/2024 to 04/2025.
- 11) As written version submitted by SDO Elect. Dharamgarh as follows:
 - Billing was average from 12/2024 to 03/2025. Meter was installed on 16/05/2025 and billing is actual with 0-unit consumption.

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 average from 12/2024 to 03/2025. Meter was installed on 16/05/2025 and billing is actual with 0-unit consumption.
- As per billing database the abnormal/average bill was served from 07/2024 to 04/2025.

ORDER

26.06.2025

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 revise the bill from 07/2024 to 04/2025 by taking six-month average consumption of new meter installed on 16.05.2025.

The case is disposed of accordingly.

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

Compliance Month-November-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to:

1. Smt. Hastini Tandi, At- Bhataguda, Po- Naktikani, 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."