



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 PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 2029^(S) Dated, the 30.04.2026

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

1	Case No.	Complaint Case No. BPT-311/2026																										
2	Complainant/s	Name & Address Sri Sana Harijan, At-Dangriguda, Po-Udesurung, Dist.-Kalahandi.	Consumer No 9043-4312-0112	Contact No. 96687-47915																								
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																											
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8	Date(s) of Hearing	20.03.2026																										
9	Date of Order	30.04.2026																										
10	Order in favour of	Complainant	✓	Respondent Others																								
11	Details of Compensation awarded, if any.	Nil																										



Place of Hearing: Golamunda

Appeared:

1. **For the Complainant** – Sri Sana Harijan, At-Dangriguda, Po-Udesurung, 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 Sana Harijan, At-Dangriguda, Po-Udesurung, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Golamunda on dt. 20.03.2026, 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- **9043-4312-0112** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that abnormal excess bill was served in the month of 10/2021.
- 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: 24.03.2026
- 2) Bill details from: 07/2011 to 02/2026
- 3) Date of supply: 13.11.2009
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW511681
- 7) Installed on: 09.08.2021 with IMR "0"
- 8) CMR: 4152 KWH on dt- 24.03.2026
- 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 from date of connection to 06/2021. A new meter was installed on 08/2021 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 average from date of connection to 06/2021. A new meter was installed on 08/2021 and billing is actual till now.
- From 07/2011 to 06/2021 provisional / average bills have been served.
- Some bill was served from 08/2021 to 03/2026 due to suppress meter reading.

ORDER

30.04.2026

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 05/2016 to 04/2018 are to be revised by taking average of 09/2025 to 02/2026 of new meter.
- To recast the bill from 08/2021 to 02/2026 with IMR "0" Kwh and FMR "4146" Kwh.
- 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 31.05.2026**.


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 Sana Harijan, At-Dangriguda, Po-Udesurung, 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."