



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/ 1947 Dated, the 16.04.2026

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

1	Case No.	Complaint Case No. BPT-315/2026			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Gouranga Bhoi, At/Po-Khaliapali, Dist.-Kalahandi.	9043-4314-0177		
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-	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 <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>			
8	Date(s) of Hearing	20.03.2026			
9	Date of Order	16.04.2026			
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 Gouranga Bhoi, At/Po-Khaliapali, 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 Gouranga Bhoi, At/Po-Khaliapali, 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- **9043-4314-0177** under SDO Elect. Dharamgarh.
- 2) As complained by the complainant that bills to be revised.
- 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: 28.09.2010
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – LW660389
- 7) Installed on: 24.01.2021 with IMR "0"
- 8) CMR: 9229 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 actual from date of connection to till now. 490 units billed on Dec-22 and 2416 units billed on May-2023. 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 till now. 490 units billed on Dec-22 and 2416 units billed on May-2023.
- Some bill was served abnormally from 06/2022 to 02/2026 due to suppress meter reading.
- The bill has already been revised on dt-24.04.2026, so further no scope for revision.

ORDER

16.04.2026

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:

- To case is hereby **Dropped**. as there is no further scope for revision.


16/4/26
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


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


16/4/26
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Gouranga Bhoi, At/Po-Khaliapali, 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.”