



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1010

Dated, the 29.03.2025

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

1	Case No.	Complaint Case No. BPT-187/2025																										
2	Complainant/s	Name & Address Sri Prasanna Sa, At-Karli, Po-Rengsapali, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9043-4320-0399	Contact No. 82609-72898																								
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) 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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6. Others																												
8	Date(s) of Hearing	20.03.2025																										
9	Date of Order	29.03.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Dharamgarh  
Appeared:**

1. **For the Complainant** – Sri Prasanna Sa, At-Karli, Po-Rengsapali, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Balmakund Biswal, SDO Elect. Dharamgarh, TPWODL.

**Complaint Case No. BPT-187/2025**

Sri Prasanna Sa,  
At-Karli, Po-Rengsapali,  
Ps-Golamunda,  
Dist.-Kalahandi.

**Con. No.9043-4320-0399**

**COMPLAINANT**

Sri Balmakund Biswal,  
SDO Elect. Dharamgarh,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Prasanna Sa, At- Karli, Po- Rengsapali, 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. 20.03.2025, 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- **9043-4320-0399** under SDO elect. Dharamgarh.
- 2) As complained by the complainant that excess units were billed in the month of 12/2016 and 06/2017.
- 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: 28/03/2025
- 2) Bill details from: 02/2014 to 08/2024
- 3) Date of supply: 22/02/2014
- 4) Category: LT/Domestic



- 5) Connected Load 1 KW
- 6) Meter No – 2781792
- 7) Installed on: 25/11/2020 with IMR “0”
- 8) CMR: 2756 KWH on 28/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO elect. Dharamgarh as follows:
  - 2993 units billed on 12/2016 and 1064 units billed on 06/2017 and meter is mismatched and billing is actual till now.

#### **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 stated that 2993 units billed on 12/2016 and 1064 units billed on 06/2017 and meter is mismatched and billing is actual till now.
- As per billing database 20993 units was billed in the month of 12/2016 and 1064 units was billed in the month of 06/2017, which seems to be suppressed meter reading.

#### **ORDER**

**29.03.2025**

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:

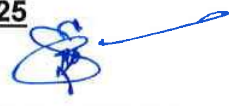
- To recast the bill from 02/2014 to 10/2020 by taking IMR “0” kwh on 02/2014 and FMR “5360” kwh on 10/2020.

The case is disposed of accordingly.

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

#### **Compliance Month-April-25**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member

  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER FIN

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT

Copy to - **GRF, Bhawanipatna**

**GRF, Bhawanipatna**

**GRF, Bhawanipatna**

1. Sri Prasanna Sa, At- Karli, Po- Rengsapali, 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.”