



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 2026⁽³⁾

Dated, the 11.05.2026

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

1	Case No.	Complaint Case No. BPT-209/2026																											
2	Complainant/s	Name & Address Sri Bhubaneswar Banua, At-Podaguda, Po-Khaliabhata, Via-Jaipatna, Dist.-Kalahandi.		Consumer No 9044-4308-0547	Contact No. 82495-46883																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.		Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																												
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table border="1"> <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	10.03.2026																											
9	Date of Order	11.05.2026																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: Badkutru

Appeared:

1. **For the Complainant** – Sri Bhubaneswar Banua, At-Podaguda, Po-Khaliabhata, Via-Jaipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charabahal, TPWODL

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GIST OF THE COMPLAINT:

The complainant consumer Sri Bhubaneswar Banua, At-Podaguda, Po-Khaliabhata, Via-Jaipatna, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Badkutru on dt. 10.03.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.5 KW having consumer no- 9044-4300-0547 under SDO Elect. Charabahal.
- 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.

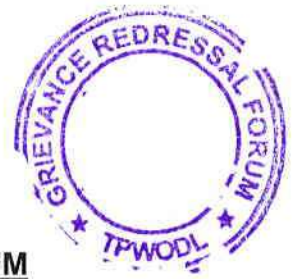
The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Charabahal) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29.04.2026
- 2) Bill details from: 07/2018 to 03/2026
- 3) Date of supply: 28.06.2018
- 4) Category: LT/Domestic
- 5) Connected Load: 0.5 KW
- 6) Meter No – LW512173
- 7) Installed on: 31.10.2021 with IMR "0"
- 8) CMR: 1914 KV/H on dt- 29.04.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charabahal as follows:
 - As per PVR and Documents, do the needful for revision. 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 As per PVR and Documents, do the needful for revision.
- From 07/2018 to 11/2020 provisional / average bills have been served

ORDER

11.05.2026

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 07/2018 to 06/2020 (2 years) are to be revised by taking average of 03/2021 to 09/2021 of new meter.
- 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- 30.06.2026**.


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


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


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Bhubaneswar Banua, At-Podaguda, Po-Khaliabhata, Via-Jaipatna, Dist.-Kalahandi.
2. SDO Elect. Charabahal, 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.”