



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 1262^(u)

Dated, the 22.09.2025

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

1	Case No.	Complaint Case No. BPT-376/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Mansingh Majhi, Repr. By Sri Basanta Kumar Majhi, At/Po-Ainly, Po-Koksara, Dist.-Kalahandi.		9044-4320-0177	98531-50978																								
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) 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	18.09.2025																											
9	Date of Order	22.09.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: GRF BPT Office

Appeared:

1. **For the Complainant** – Sri Mansingh Majhi, Repr. By Sri Basanta Kumar Majhi, At/Po-Ainly, Po-Koksara, Dist.- Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Mansingh Majhi, Repr. By Sri Basanta Kumar Majhi, At/Po-Ainly, Po-Koksara, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at GRF BPT office dt. 18.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1.5 KW having consumer no- **9044-4320-0177** SDO Elect. Charbahal.
- 2) As complained by the complainant that the 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. Charbahal) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 18.09.2025
- 2) Bill details from: 03/2001 to 08/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TWSP51211713
- 7) Installed on: 01.12.2024 with IMR "0"
- 8) CMR: 2146 KWH on 18/09/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - As per PVR and documents, A meter has been installed on dated 01.12.2024. so 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, A meter has been installed on dated 01.12.2024. so do the needful for revision.
- From 03/2001 to 01/2012 provisional / average bills have been served.
- Meter no. TWSP51211713 had been installed on dt-01.12.2024.

ORDER

22.09.2025

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:

- The case has been dropped as there is no chance of revision.


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 Mansingh Majhi, Repr. By Sri Basanta Kumar Majhi, At/Po-Ainly, Po-Koksara, Dist.- Kalahandi.
2. SDO Elect. Charbahal 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."