



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

ER. ANIL KUMAR PATRA (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1069<sup>(S)</sup>

Dated, the 31.05.2025

### Quorum:

Er. Anil Kumar Patra - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-214/2025																										
2	Complainant/s	Name & Address Sri Dhabaleswar Jhankar, Repr. By Sri Narottom Jhankar, At/Po-Jaipatna, Ps-Jaipatna, Dist.-Kalahandi.	Consumer No 9044-4401-0356	Contact No. 86580-06846																								
3	Respondent/s	Name Sri Sujit Kumar Jena (Officer RCM), Repr. For Sri Deepak Kumar Behera, SDO Elect. Charbahal, 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) <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	14.05.2025																										
9	Date of Order	31.05.2025																										
10	Order in favour of	Complainant	√ Respondent	Others																								
11	Details of Compensation awarded, if any	Nil																										

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Jaipatna**

**Appeared:**

1. **For the Complainant** – Sri Dhabaleswar Jhankar, Repr. By Sri Narottom Jhankar, At/Po-Jaipatna, Ps-Jaipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Sujit Kumar Jena (Officer RCM), Repr. For Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

**Complaint Case No. BPT-214/2025**

Sri Dhabaleswar Jhankar,  
Repr. By Sri Narottom Jhankar,  
At/Po-Jaipatna,  
Ps-Jaipatna,  
Dist.-Kalahandi

**Con. No.9044-4401-0356**

**COMPLAINANT**

Sri Sujit Kumar Jena (Officer RCM),  
Repr. For Sri Deepak Kumar Behera,  
SDO Elect. Charbahal,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Dhabaleswar Jhankar, Repr. by Sri Narottam Jhankar, At/Po- Mukhiguda, Ps- 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 Jaipatna on dt. 14.05.2025, 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- **9044-4401-0356** under SDO Elect. Charbahal.
- 2) As complained by the complainant that the abnormal bill was served in 03/2025.
- 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: 19/05/2025
- 2) Bill details from: 11/2004 to 04/2025
- 3) Date of supply: 27.05.2004

- 4) Category: LT/Domestic  
5) Connected Load 1.5 KW  
6) Meter No – TWSP51033325  
7) Installed on: 22.08.2023 with IMR "0"  
8) CMR: 11920 KWH on 19/05/2025  
9) The meter status: OK  
10) Facts of the complainant: Revision of bill  
11) As written version submitted by SDO Elect. Charbahal as follows:
- As per database, consumer last actual KWH is 17400 and after that he got average bill from 09/2022 to 07/2023 but at the time of meter change date.22.08.2023, the FMR is 39709 Kwh. For that reason, it is considered that consumer wrongly got the average bill from 09/2022 to 07/2023.



### 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 database, consumer last actual KWH is 17400 and after that he got average bill from 09/2022 to 07/2023 but at the time of meter change date.22.08.2023, the FMR is 39709 Kwh.
- As per the billing database the average bill was served from 09/2022 to 11/2023. And the bill revision was taken in place on dtd. 20.01.2024, 20.02.2025 & 09.04.2025, so no needs to revise the bill.

### ORDER

31.05.2025

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:


- As the bill revision was taken in place, so no need to revise the bill.


Case is disposed of accordingly. The case is hereby **dropped**.

The case is disposed of accordingly.

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
**GRF, Bhawanipatna**

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

  
**A.K. PATRA**  
PRESIDENT  
**PRESIDENT**  
**GRF, Bhawanipatna**



Copy to: -

1. Sri Dhabaleswar Jhankar, Repr. by Sri Narottam Jhankar, At/Po- Mukhiguda, Ps- Jaipatna, 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.”**

GRF BHAWANIPATNA