



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

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

Memo No. GRF/BPT/Order/ 1424^(S)

Dated, the 21.11.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

- President
- Member (Finance)
- Co-Opted Member

| | | | | | | |
|----|--|--|--|--|--|--|
| 1 | Case No. | Complaint Case No. BPT-529/2025 | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | | |
| | | Sri Mahendra Masra, At/Po-Khapramal, Dist.- Kalahandi. | | 9044-5201-0264 | | |
| 3 | Respondent/s | Name | | Division | | |
| | | Sri Deepak Kumar Behera SDO Elect. Charbahal, TPWODL. | | 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 | | |
| | | | | 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 | | |
| 8 | Date(s) of Hearing | | | 29.10.2025 | | |
| 9 | Date of Order | 21.11.2025 | | | | |
| 10 | Order in favour of | Complainant <input checked="" type="checkbox"/> | Respondent <input type="checkbox"/> | Others <input type="checkbox"/> | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | |



Place of Hearing: Badkutru

Appeared:

1. **For the Complainant** – Sri Mahendra Masra, At/Po-Khapramal, Dist.- Kalahandi.
2. **For the Respondent** – Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Mahendra Masra, At/Po-Khapramal, 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 dt. 29.10.2025, 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- 9044-5201-0264 SDO Elect. Charbahal.
- 2) As complained by the complainant that some excess bills were served.
- 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: 12.11.2025
- 2) Bill details from: 11/2012 to 10/2025
- 3) Date of supply: 30.09.2012
- 4) Category: LT/Domestic
- 5) Connected Load: 1.5 KW
- 6) Meter No – TW02024788
- 7) Installed on: 22.02.2023 with IMR “0”
- 8) CMR: 1268 KWH on dt-12.11.2025
- 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, 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 01/2018 to 01/2023 provisional / average bills have been served.
- Some bill was served abnormally from 09/2012 to 11/2017 due to suppress meter reading.

ORDER

21.11.2025

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 bills served from 02/2021 to 01/2023 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2012 to 11/2017 with IMR "0" Kwh and FMR "2761" Kwh.
- 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- 31.12.2025**.


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 Mahendra Masra, At/Po-Khapramal, 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: Bhoi Nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."