



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 11309 Dated, the 31.07.2025

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

1	Case No.	Complaint Case No. BPT-257/2025																										
2	Complainant/s	Name & Address Sri Sunil Ranjan Barla, At-Koksara Fire Station, Po/Ps-Koksara, Dist.- Kalahandi.	Consumer No 9044-5208-0629	Contact No. 94373-88562																								
3	Respondent/s	Name Sri Deepak Kumar Behera, SDO Elect. Charbahal, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <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 & 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 & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & 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	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>																										
8	Date(s) of Hearing	18.07.2025																										
9	Date of Order	31.07.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



Place of Hearing: Charbahal

Appeared:

1. **For the Complainant** – Sri Sunil Ranjan Barla, At-Koksara Fire Station, Po/Ps-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 Sunil Ranjan Barla, At-Koksara Fire Station, Po/Ps-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 Charbahal on dt. 18.07.2025, 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- **9044-5208-0629** under SDO Elect. Charbahal.
- 2) As complained by the complainant that Rs. 7644.83 was claimed in the month of 05/2025 which is not my occupancy period.
- 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: 28.07.2025
- 2) Bill details from: 01/2022 to 06/2025
- 3) Date of supply: 09.01.2022
- 4) Category: LT/Domestic
- 5) Connected Load: 0.5 KW
- 6) Meter No – TWSP51135754
- 7) Installed on: 04.05.2024 with IMR "0"
- 8) CMR: 1906 KWH on 28/07/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Charbahal as follows:
 - Sunil Kumar Barla occupied govt. quarter from 21.08.2024 & the upward assessment period 03/2023 to 03/2024 which is the previous consumer occupied period & new meter has been changed on dt. 04.05.2024. 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 the Sunil Kumar Barla occupied govt. quarter from 21.08.2024 & the upward assessment period 03/2023 to 03/2024 which is the previous consumer occupied period & new meter has been changed on dt. 04.05.2024.
- From 02/2023 to 03/2024 average bills have been served.
- Meter No. TWSP51135754 had been installed on dt. 04.05.2024 and the CMR is "1906" Kwh as on dt. 28.07.2025.
- The present occupier of the quarter has been occupied on dt. 21.08.2024 beyond that defective period.

ORDER

31.07.2025

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

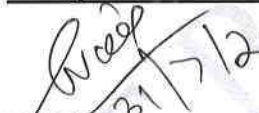
The OP is directed as follows:

- To receive the current bill only from present occupant till his occupancy (i.e from 08/2024 onwards) .

The case is disposed of accordingly.

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

Compliance Month-August-25


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 Sunil Ranjan Barla, At-Koksara Fire Station, Po/Ps-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."