



## 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/ 1326

Dated, the 13.10.2025

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

1	Case No.	Complaint Case No. BPT-4362025		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Tillotama Dh. Majhi, At/Po-Mahajanguda, Dist.-Kalahandi.	9044-5216-0451	
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-	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	24.09.2025		
9	Date of Order	13.10.2025		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> Respondent	<input type="checkbox"/> Others
11	Details of Compensation awarded, if any.		Nil	



Place of Hearing: Koksara

**Appeared:**

1. For the Complainant – Tillotama Dh. Majhi, At/Po-Mahajanguda, 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 Tillotama Dh. Majhi, At/Po-Mahajanguda, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Koksara dt. 24.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- 9044-5216-0451 SDO Elect. Charbahal.
- 2) As complained by the complainant that average consumption of new meter for six month for peak time is high.
- 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: 05.10.2025
- 2) Bill details from: 02/2020 to 08/2025
- 3) Date of supply: 12.09.2019
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – TWST15026690
- 7) Installed on: 12.09.2025 with IMR "0"
- 8) CMR: 112 KWH on 05.10.2025
- 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 12.09.2025. 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 12.09.2025. So do the needful for revision.
- From 02/2025 to 06/2025 average bills have been served.
- Some bill was served abnormally from 09/2019 to 01/2025 due to suppress meter reading.

### **ORDER**

**13.10.2025**

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 02/2025 to 06/2025 are to be revised by taking average of six consecutive billing of new meter.
- To recast the bill from 09/2019 to 01/2025 with IMR "0" Kwh and FMR "4913" 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- 31.01.2026**.

  
**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. Tillotama Dh. Majhi, At/Po-Mahajanguda, 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."**