



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/ 1441⁰

Dated, the 28.11.2025

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

1	Case No.	Complaint Case No. BPT-565/2025																										
2	Complainant/s	Name & Address Sukmati Harijan, Repr. By Bhisma Kanta, At/Po-Mahima, Dist.- Kalahandi.	Consumer No 9044-5218-0180	Contact No. 84569-47060																								
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																											
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8	Date(s) of Hearing	14.11.2025																										
9	Date of Order	28.11.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										



Place of Hearing: Koksara

Appeared:

1. **For the Complainant** – Sukmati Harijan, Repr. By Bhisma Kanta, At/Po-Mahima, 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 Sukmati Harijan, Repr. By Bhisma Kanta, At/Po-Mahima, 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. 14.11.2025, 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- **9044-5218-0180** SDO Elect. Charbahal.
- 2) As complained by the complainant that 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: 24.11.2025
- 2) Bill details from: 07/2014 to 10/2025
- 3) Date of supply: 20.07.2014
- 4) Category: LT/Domestic
- 5) Connected Load: 0.04 KW
- 6) Meter No – TWSP51182031
- 7) Installed on: 12.06.2024 with IMR "0"
- 8) CMR: 2025 KWH on Dt-24.11.2025
- 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 10/2022 to 05/2024 provisional / average bills have been served.

ORDER

28.11.2025

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 09/2022 to 04/2024 are to be revised by taking average of 1 year consecutive billing of new meter.
- To withdraw the earlier bill revision was effect on dt-27.05.2025.
- 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


K.K. PATTNAIK
MEMBER (Fin.)


A.N. MEHER
PRESIDENT

Co-Opted Member
GRF, Bhawanipatna
Copy to: -

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna

1. Sukmati Harijan, Repr. By Bhisma Kanta, At/Po-Mahima, 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."