



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

### BENCH:

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

Memo No. GRF/BPT/Order/ 1108<sup>(S)</sup>

Dated, the 02.07.2025

**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-234/2025																										
2	Complainant/s	Name & Address Sri Sampati Duria, At-Badkumahul, Po-Mundapala, Ps-Lakhana, Dist.-Nuapada.	Consumer No 9063-3204-1210	Contact No. 97778-48551																								
3	Respondent/s	Name Sri Pradipta Kumar Khillar SDO Elect. Khariar Road, TPWODL.	Division Nuapada 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) -		
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	<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>																		
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	11.06.2025																										
9	Date of Order	02.07.2025																										
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: Khariar Road**  
**Appeared:**

1. **For the Complainant** – Sri Sampati Duria, At-Badkumahul, Po-Mundapala, Ps-Lakhana, Dist.-Nuapada.
2. **For the Respondent** – Sri Pradipta Kumar Khillar, SDO Elect. Khariar Road, TPWODL.

**Complaint Case No. BPT-234/2025**

Sri Sampati Duria,  
At-Badkumahul, Po-Mundapala,  
Ps-Lakhana,  
Dist.-Nuapada.

**Con. No. 9063-3204-1210**

**COMPLAINANT**

Sri Pradipta Kumar Khillar,  
SDO Elect. Khariar Road,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

.....  
**GIST OF THE COMPLAINT:**

The complainant consumer Sri Sampati Duria, At- Badkumahul, Po- Mundapala, Ps- Lakhna, Dist- Nuapada under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Khariar Road on dt. 11.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.29 KW having consumer no- **9063-3204-1210** under SDO Elect. Khariar Road.
- 2) As complained by the complainant that abnormal bill was served in the month of 02/2025.
- 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. Khariar Road) in its counter reply and course of hearing submitted as follows:

- 1) Consumer Complaint Redressal Form: 16/06/2025
- 2) Bill details from: 12/2015 to 05/2025
- 3) Date of supply: 20/12/2015
- 4) Category: LT/Domestic
- 5) Connected Load 0.29 KW



- 6) Meter No – TPWODL1199353
- 7) Installed on: 19/04/2025 with IMR "0"
- 8) CMR: 750 KWH on 16/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Khariar Road as follows:
  - High Value bill amount for the month of 06/2023 and 02/2025 to be revise.

### **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 High Value bill amount for the month of 06/2023 and 02/2025.
- As per billing database 31840 units was billed in the month of 02/2025 which seems abnormal bill was served.

### **ORDER** **02.07.2025**

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 revise the bill from 08/2023 to 05/2025 by taking six-month average consumption of present meter installed on 19/04/2025.

The case is disposed of accordingly.

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

### **Compliance Month-October-25**

  
**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 Sampati Duria, At- Badkumahul, Po- Mundapala, Ps- Lakhna, Dist- Nuapada.
2. SDO Elect. Khariar Road 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."**