



# 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/

1433<sup>(9)</sup>

Dated, the 28.11.2025

Er. Achyutananda Meher  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-556/2025		Consumer No	Contact No.																
2	Complainant/s	Name & Address Sri Mohan Naik, At-Kikia (Katapada), Po-Kikia, Via-Utkela, Dist.-Kalahandi.		9030-0101-3512	99375-78824																
3	Respondent/s	Name Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.		Division Kalahandi East Electrical Division, TPWODL																	
4	Date of Application																				
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6	Section(s) of Electricity Act, 2003 involved																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations, 2004; Clause</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td> </tr> <tr> <td>6. Others</td> </tr> </table>				1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155	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										
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8	Date(s) of Hearing	13.11.2025																			
9	Date of Order	28.11.2025																			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others																
11	Details of Compensation awarded, if any.	Nil																			



**Place of Hearing: Kesinga**  
**Appeared:**

1. **For the Complainant** – Sri Mohan Naik, At-Kikia (Katapada), Po-Kikia, Via-Utkela, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasish Panda, EE, KEED, Bhawanipatna, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Mohan Naik, At-Kikia (Katapada), Po-Kikia, Via-Utkela, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Kesinga on dt. 13.11.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 2.50 KW having consumer no- **9030-0101-3512** under EE, KEED, Bhawanipatna.
- 2) As complained by the complainant that excess provisional 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 (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 14.11.2025
- 2) Bill details from: 01/2018 to 10/2025
- 3) Date of supply: 26.08.2012
- 4) Category: LT/Irrigation
- 5) Connected Load: 2.50 KW
- 6) Meter No – 10011666
- 7) Installed on: 24.10.2022 with IMR "0"
- 8) CMR: 1445 KWH on 14.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
  - The defective bill from 01/2018 to 12/2019 may be revised by taking 12 months average consumption of new meter from 10/2022 to 09/2023. Further we may recast the suppress reading from 10/2022 to 05/2023 as IMR "0" Kwh and FMR "14442" Kwh.



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 defective bill from 01/2018 to 12/2019 may be revised by taking 12 months average consumption of new meter from 10/2022 to 09/2023. Further we may recast the suppress reading from 10/2022 to 05/2023 as IMR "0" Kwh and FMR "14442" Kwh.
- From 01/2018 to 08/2022 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 01/2018 to 12/2019 are to be revised by taking average of 10/2022 to 09/2023 consecutive billing of new meter.
- To recast the bill from 10/2022 to 05/2025 with IMR "0" kWh and FMR "14442" 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 case is disposed of accordingly.

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**

**MEMBER FIN**  
**GRF, Bhawanipatna**

**PRESIDENT**  
**GRF, Bhawanipatna**

Copy to: **GRF, Bhawanipatna**

1. Sri Mohan Naik, At-Kikia (Katapada), Po-Kikia, Via-Utkela, Dist.-Kalahandi.
2. EE, KEED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.