



Place of Hearing: Narla

Appeared:

1. **For the Complainant** – Sri Baisnaba Senapati, Repr. By Bhawani Senapati, At/Po-Rupra, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasis Panda, EE, KEED, Bhawanipatna, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Baisnaba Senapati, Repr. By Bhawani Senapati, At/Po-Rupra, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Narla on dt. 24.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 1.50 KW having consumer no- **9030-0101-3976** under EE, KEED, Bhawanipatna.
- 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 (EE, KEED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 26.02.2026
- 2) Bill details from: 05/2019 to 02/2026
- 3) Date of supply: 01.01.2016
- 4) Category: LT/Irrigation
- 5) Connected Load: 1.50 KW
- 6) Meter No – TPU015512
- 7) Installed on: 05.05.2022
- 8) CMR: 425 KwH on Dt-26.02.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:

- We may defective bill from 05/2020 to 04/2022 on the basis of average of one year of new meter from 10/2024 to 09/2025 as IMR-43 kwh and FMR-416 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 We may defective bill from 05/2020 to 04/2022 on the basis of average of one year of new meter from 10/2024 to 09/2025 as IMR-43 kwh and FMR-416 kwh.
- From 05/2019 to 05/2022 provisional / average bills have been served.

ORDER **23.03.2026**


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 05/2020 to 04/2022 (2 years) are to be revised by taking average of 10/2024 to 09/2025 consecutive billing of new meter.
- 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- 30.04.2026**.


B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna


K.K. PATNAIK
MEMBER (Fin.)
MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Baisnaba Senapati, Repr. By Bhawani Senapati, At/Po-Rupra, Dist.-Kalahandi.
2. EE, KEED, Bhawanipatna, 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.”

GRF BHAWANIPATNA