



8GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 2300 12
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

BENCH:

ER. ACHYUTANANDA MEHER (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1779

Dated, the 22.02.2026

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

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|----|--|---|---|----------------------------|
| 1 | Case No. | Complaint Case No. BPT-766/2025 | | |
| 2 | Complainant/s | Name & Address Kusuleswar P.P, Repr. By Sri Dejar Patel, At/Po-Patharla, Via-Kesinga, Dist.-Kalahandi. | Consumer No 9030-0102-2863 | Contact No. 80188-02769 |
| 3 | Respondent/s | Name Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasis Panda, EE, KEED, Bhawanipatna, TPWODL. | Division Kalahandi East 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 <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 | 20.12.2025 | | |
| 9 | Date of Order | 23.02.2026 | | |
| 10 | Order in favour of | Complainant | √ | Respondent |
| | | | | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | |



Place of Hearing: Utkela

Appeared:

1. **For the Complainant** – Kusuleswar P.P, Repr. By Sri Dejar Patel, At/Po-Patharla, Via-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Krushna Chandra Biswasray (Acct.), Repr. For Sri Debasis Panda, EE, KEED, Bhawanipatna, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Kusuleswar P.P, Repr. By Sri Dejar Patel, At/Po-Patharla, Via-Kesinga, Dist.-Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Utkela on dt. 20.12.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 7.50 KW having consumer no- 9030-0102-2863 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: 13.02.2026
- 2) Bill details from: 07/2015 to 01/2026
- 3) Date of supply: 08.06.2015
- 4) Category: LT/Irrigation
- 5) Connected Load: 7.50 KW
- 6) Meter No – TWSC10067085
- 7) Installed on: 30.12.2025 with IMR "0"
- 8) CMR: 3269 KWH on 13.02.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KEED, Bhawanipatna as follows:
 - The consumer was billed as defective from 06/2020 to 05/2022. So we may revise the bill from 06/2020 to 05/2022 by taking one year average of new meter i.e. 10/2024 to



09/2025 as IMR-0 kwh and FMR-15459 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 consumer was billed as defective from 06/2020 to 05/2022. So we may revise the bill from 06/2020 to 05/2022 by taking one year average of new meter i.e. 10/2024 to 09/2025 as IMR-0 kwh and FMR-15459 kwh.
- From 07/2015 to 12/2022 provisional / average bills have been served.

ORDER

23.02.2026

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 06/2020 to 05/2022 (2 years) are to be revised by taking average of 1-year 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- 31.03.2026**.


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. Kusuleswar P.P, Repr. By Sri Dejar Patel, At/Po-Patharla, Via-Kesinga, 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.”