



## 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/ 1833<sup>0</sup>

Dated, the 09.03.2026

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

1	Case No.	Complaint Case No. BPT-123/2026		
2	Complainant/s	Name & Address Sri Rama Bihari Biswakarma, Repr. By Pintu Biswakarma, At-Word No-11, Po/Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0101-2085	Contact No. 70080-36489
3	Respondent/s	Name Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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 _____ 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 _____		
8	Date(s) of Hearing	17.02.2026		
9	Date of Order	09.03.2026		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		



**Place of Hearing: Kesinga**

**Appeared:**

1. **For the Complainant** – Sri Rama Bihari Biswakarma, Repr. By Pintu Biswakarma, At-Word No-11, Po/Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Rama Bihari Biswakarma, Repr. By Pintu Biswakarma, At-Word No-11, Po/Ps-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 Kesinga on dt. 17.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 2 KW having consumer no- **9033-0101-2085** under SDO Elect. Kesinga.
- 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 23.02.2026
- 2) Bill details from: 12/2002 to 01/2026
- 3) Date of supply: 30.10.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSU51013305
- 7) Installed on: 06.02.2026 with IMR "0"
- 8) CMR: 64 KWH on 23.02.2026
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Average billing from the month 12/2004 to 01/2011, 04/2011 to 10/2014, 12/2015 to 04/2017. Abnormal billing served for some months from 04/2019 to 01/2026. 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 Average billing from the month 12/2004 to 01/2011, 04/2011 to 10/2014, 12/2015 to 04/2017. Abnormal billing served for some months from 04/2019 to 01/2026.
- From 10/2004 to 04/2017 provisional / average bills have been served.

### **ORDER**

**09.03.2026**

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 11/2012 to 10/2014 (2 years) are to be revised by taking average from 07/2025 to 12/2025 of new meter.
- To recast the bill from 12/2015 to 12/2018 with IMR "0" Kwh and FMR "2374" Kwh.
- To recast the bill from 04/2019 to 12/2025 with IMR "0" Kwh and FMR "9469" 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- 30.04.2026**.

  
**B. NAIK**  
**Co-Opted Member**

Co-Opted Member  
GRF, Bhawanipatna



**K.K. PATTNAIK**  
**MEMBER (Fin.)**

MEMBER FIN  
GRF, Bhawanipatna

  
09/13/26

**A.N. MEHER**  
**PRESIDENT**

PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Rama Bihari Biswakarma, Repr. By Pintu Biswakarma, At-Word No-11, Po/Ps-Kesinga, Dist.-Kalahandi.
2. SDO Elect. Kesinga, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.