



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

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

Memo No. GRF/BPT/Order/ 1116^(S)

Dated, the 30.07.2025

Er. Achyutananda Meher
Sri Kamala Kanta Pattnaik
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-262/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Maina Naik Repr. by Sri Tophan Naik, At- Kesinga Ward- 10, Po/PS- Kesinga, Dist.- Kalahandi.		9033-0103-0239	80182-58770																								
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-	<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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) –		
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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>																		
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8	Date(s) of Hearing	19.07.2025																											
9	Date of Order	30.07.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											



Place of Hearing: Kesinga

Appeared:

1. **For the Complainant** – Smt. Maina Naik Repr. by Sri Tophan Naik, At-Kesinga Ward- 10, 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 Smt. Maina Naik Repr. by Sri Tophan Naik, At-Kesinga Ward- 10, 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. 19.07.2025, 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- **9033-0103-0239** under SDO Elect. Kesinga.
- 2) As complained by the complainant that the abnormal excess bill was served in the month of 08/2020, 06/2021 and 10/2021.
- 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: 24/07/2025
- 2) Bill details from: 02/2001 to 06/2025
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 2 KW
- 6) Meter No – TWSP51181327
- 7) Installed on: 23.05.2024 with IMR "0"
- 8) CMR: 3248 KWH on 24.07.2025
- 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 bill from 10/2011 to 12/2013, Excess billing in the month of 08/2020.. 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 Average bill from 10/2011 to 12/2013, Excess billing in the month of 08/2020.
- From 10/2011 to 12/2013 Provisional bills have been served.
- Some abnormal bill was served during the period from 01/2014 to 03/2024 due to suppress meter reading.
- Meter No. TWSP51181327 has been installed on dt. 23.05.2024 and the CMR is "3248" Kwh as on dt. 24.07.2025.

ORDER

30.07.2025

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:

- The bill served from 01/2012 to 12/2013 are to be revised by taking average of six consecutive billing of new meter (i.e. IMR "0" Kwh on 01/2014 and FMR "625" Kwh on 06/2014.
- The bills to be recasted from 01/2014 to 03/2023 with IMR "0" Kwh on 01/2014 and FMR "33129" Kwh on 03/2024.


The case is disposed of accordingly.


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

Compliance Month-August-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF Bhawanipatna
Copy to: -


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


A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

1. Smt. Maina Naik Repr. by Sri Tophan Naik, At-Kesinga Ward- 10, 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.

"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."