



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/ 1466^(S)

Dated, the 29.11.2025

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

1	Case No.	Complaint Case No. BPT-555/2025				
2	Complainant/s	Name & Address		Consumer No		
		Sulapani Sahu, At-Karlupada, Po-Tahansir, Ps-Kesinga, Dist.-Kalahandi.		9033-0104-1963	63707-14033	
3	Respondent/s	Name		Division		
		Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.		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		
				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	13.11.2025				
9	Date of Order	29.11.2025				
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: Kisinga

Appeared:

1. For the Complainant – Sulapani Sahu, At-Karlupada, Po-Tahansir, Ps-Kisinga, Dist.- Kalahandi.
2. For the Respondent – Sri Kumud Kumar Behera, SDO Elect. Kisinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sulapani Sahu, At-Karlupada, Po-Tahansir, Ps-Kisinga, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

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

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply with CD of 4 KW having consumer no- 9033-0104-1963 under SDO Elect. Kisinga.
- 2) As complained by the complainant that abnormal bill was served in the month of 04/2025.
- 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. Kisinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 29.11.2025
- 2) Bill details from: 08/2002 to 10/2025
- 3) Date of supply: 02.07.2002
- 4) Category: LT/GP
- 5) Connected Load: 4 KW
- 6) Meter No – TWST15093252
- 7) Installed on: 19.08.2025 with IMR "0"
- 8) CMR: 2757 KWH on 29.11.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kisinga as follows:
 - Abnormal billing for some months from 11/2016 to 07/2025. As per single phase meter testing report on dated 05.08.2025 of meter no-WUS22579, the meter was not able to check as meter was defective and had been replaced again, on dated 14.11.2025 the meter no-TWST15093252 was tested by MMG, the accuracy found 0.48% within the limit.



So, meter is ok. Both the meter testing report are enclosed herewith. 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 Abnormal billing for some months from 11/2016 to 07/2025. As per single phase meter testing report on dated 05.08.2025 of meter no-WUS22579, the meter was not able to check as meter was defective and had been replaced again, on dated 14.11.2025 the meter no-TWST15093252 was tested by MMG, the accuracy found 0.48% within the limit. So, meter is ok. Both the meter testing report are enclosed herewith.
- Some bill was served abnormally from 11/2016 to 07/2025 due to suppress meter reading.

ORDER

29.11.2025

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:

- To recast the bill from 11/2016 to 07/2025 with IMR "0" kWh and FMR "26047" kWh.
- Any adjustments made during the revision period are also to 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 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

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sulapani Sahu, At-Karlupada, Po-Tahansir, 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: Bhoi nagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."