



## GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

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

Memo No. GRF/BPT/Order/ 1277<sup>(S)</sup>

Dated, the 13.10.2025

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

|    |   |   |  |  |             |  |
|----|---|---|--|--|-------------|--|
| 1  | Case No.                                    | Complaint Case No. BPT-408/2025   |  |  |             |  |
| 2  | Complainant/s                               | Name & Address  |  | Consumer No  |             |  |
|    |   | Sri Babulal Harijan, Repr. By Sri Jitendra Suna, At/Po-Kikia, Ps-Kesinga, Dist.- Kalahandi. |  | 9033-0217-2658   | 70085-72816 |  |
| 3  | Respondent/s                                | Name  |  | Division   |             |  |
|    |   | Sri Kumud Kumar Behera,<br>SDO Elect. Kesinga, TPWODL.                                      |  | Kalahandi East Electrical<br>Division, TPWODL  |             |  |
| 4  | Date of Application                         |   |  |  |             |  |
| 5  | In the matter of-                           | 1. Agreement/Termination  |  | 2. Billing Disputes  |             |  |
|    |   | 3. Classification/Reclassification<br>of Consumers  |  | 4. Contract Demand / Connected<br>Load   |             |  |
|    |   | 5. Disconnection / Reconnection<br>of Supply  |  | 6. Installation of Equipment &<br>apparatus of Consumer                                |             |  |
|    |   | 7. Interruptions  |  | 8. Metering  |             |  |
|    |   | 9. New Connection   |  | 10. Quality of Supply & GSOP   |             |  |
|    |   | 11. Security Deposit / Interest   |  | 12. Shifting of Service Connection<br>& equipment's                                    |             |  |
|    |   | 13. Transfer of Consumer<br>Ownership   |  | 14. Voltage Fluctuations   |             |  |
|    |   | 15. Others (Specify) –  |  |  |             |  |
|    |   | 6   | Section(s) of Electricity Act, 2003 involved |  |             |  |
|    |   | 7   | OERC<br>Regulation(s) with<br>Clauses        | 1. OERC Distribution (Conditions of Supply) Code,2019;<br>Clause(s) <u>155</u>         |             |  |
|    |   |   |  | 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004;<br>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;<br>Clause |             |  |
|    |   |   |  | 6. Others  |             |  |
| 8  | Date(s) of Hearing                          | 16.09.2025  |  |  |             |  |
| 9  | Date of Order                               | 13.10.2025  |  |  |             |  |
| 10 | Order in favour of                          | Complainant <input checked="" type="checkbox"/>   | Respondent <input type="checkbox"/>          | Others <input type="checkbox"/>  |             |  |
| 11 | Details of Compensation<br>awarded, if any. | Nil   |  |  |             |  |



Place of Hearing: Utkela

Appeared:

1. **For the Complainant** – Sri Babulal Harijan, Repr. By Sri Jitendra Suna, At/Po-Kikia, 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 Babulal Harijan, Repr. By Sri Jitendra Suna, At/Po-Kikia, 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 Utkela on dt. 16.09.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 1 KW having consumer no- 9033-0217-2658 under SDO Elect. Kesinga.
- 2) As complained by the complainant excess bills were served in the month of 11/2021 and 05/2022.
- 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: 23/09/2025
- 2) Bill details from: 04/2002 to 08/2025
- 3) Date of supply: 28.02.2002
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – TWSP51021400
- 7) Installed on: 09.08.2023 with IMR “0”
- 8) CMR: 3762 KWH on 23/09/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Excess billing in the month of 05/2022 and from 09/2023 to 08/2025. 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 Excess billing in the month of 05/2022 and from 09/2023 to 08/2025.
- Some bill was served abnormally due to suppress meter reading from 04/2002 to 03/2023.

### ORDER

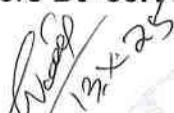
13.10.2025

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 04/2002 to 03/2023 with IMR "0" KwH and FMR "18354" 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 matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.11.2025**.

  
**B. NAIK**  
Co-Opted Member

**Co-Opted Member**  
GRF, Bhawanipatna

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

  
**A.N. MEHER**  
**PRESIDENT**  
**PRESIDENT**  
CRF, Bhawanipatna

Copy to: -

1. Sri Babulal Harijan, Repr. By Sri Jitendra Suna, At/Po-Kikia, 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."**