



**GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA**  
PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

**BENCH:**  
ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 289<sup>5</sup>

Dated, the 14.05.2024

**Quorum:** Er. Ranjan Kumar Naik  
Sri Kamala Kanta Pattnaik  
Sri Bhairaba Naik

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

1	Case No.	Complaint Case No. BPT-133/2024		
2	Complainant/s	Name & Address Sri Bharadwaja Budhia, At/Po-Kikia, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0217-3431	Contact No. 94376-42347
3	Respondent/s	Name Sri Devi Prasad Dixit, 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 <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	16.03.2024		
9	Date of Order	14.05.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*Rajeev Jaiswal*  
**CO-OPTED MEMBER**  
Co-Opted Member  
GRF, Bhawanipatna

*S. U. 14.05.24*  
**MEMBER (Fin.)**  
**MEMBER**  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*R. G.*  
**PRESIDENT**  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Kesinga

**Appeared:**

1. **For the Complainant** – Sri Bharadwaja Budhia, At/Po-Kikia, Ps-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, SDO Elect. Kesinga, TPWODL.

**Complaint Case No. BPT-133/2024**

Sri Bharadwaja Budhia,  
At/Po-Kikia,  
Ps-Kesinga,  
Dist.-Kalahandi.  
Con. No.9033-0217-3431

**COMPLAINANT**

**-Versus-**

Sri Devi Prasad Dixit,  
SDO Elect. Kesinga,  
TPWODL.

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Bharadwaja Budhia, 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 Kesinga on dt. 16.03.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ DOM supply with CD of 1 kw having consumer No **9033-0217-3431** under SDO Elect. Kesinga.
- 2) As complained by the complainant the provisional/average bill was served.
- 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 provisional/average 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 dtd. 10.04.2024
- 2) Billing Abstract from January 2009 to March 2024
- 3) Date of supply 05/11/2008
- 4) Category: LT/ DOM
- 5) Connected Load 1 KW
- 6) Meter No- WCV54795



- 7) Installed on: 12/2015 with IMR: "0"
- 8) CMR: 18545 KwH as on 10/04/2024
- 9) Meter Status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - The provisional/average bill was served from 01/2010 to 11/2015.
  - Excess billing was raised in month of 05 & 06/2016 and 05/2017 and 05/2021 to 06/2023.

### 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 provisional/average billing. The OP submitted that the provisional/average bill was served from 01/2010 to 11/2015.
- Excess billing was raised in month of 05 & 06/2016 and 05/2017 and 05/2021 to 06/2023.
- As per billing database some bill was raised in high consumption due to suppress reading.

**ORDER**  
**14.05.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

- To revise the bill by way of recasting from 12/2015 to 02/2024 with IMR "0" KwH on 12/2015 and FMR "18545" KwH on 03/2024.

The case is disposed of accordingly.

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

**Compliance Month- June -24.**

*Naik*  
10/5/24  
**B. NAIK**  
Co-Opted Member

Co-Opted Member  
GRF, Bhawanipatna  
Copy to: -

*Naik*  
14.05.24  
**K.K. PATTNAIK**  
MEMBER (Fin.)  
MEMBER

Grievance Redressal Forum  
TPWODL, Bhawanipatna

*Naik*  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

1. Sri Bharadwaja Budhia, 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."**