



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

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

BENCH:

ER. ANIL KUMAR PATRA (PRESIDENT),
SRI KAMALA KANTA PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 1089⁶⁵ Dated, the 26.06.2025

Quorum: Er. Anil Kumar Patra - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-235/2025																										
2	Complainant/s	Name & Address Sri Tejrj Gahir, At/Po-Pastikudi, Ps-Bhawanipatna, Dist.-Kalahandi.	Consumer No 9033-0220-4871	Contact No. 99377-77703																								
3	Respondent/s	Name Sri Ajit Sahu (Section Officer Utkela), Repr. For Sri Devi Prasad Dixit, EE, Elect. SD 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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155	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																		
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8	Date(s) of Hearing	12.06.2025																										
9	Date of Order	26.06.2025																										
10	Order in favour of	Complainant	√ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO- OPTED MEMBER

Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Utkela
Appeared:

1. **For the Complainant** – Sri Tejraj Gahir, At/Po-Pastikudi, Ps-Bhawanipatna, Dist.-Kalahandi.
2. **For the Respondent** – Sri Ajit Sahu (Section Officer Utkela), Repr. For Sri Devi Prasad Dixit, EE, Elect. SD Kesinga, TPWODL.

Complaint Case No. BPT-235/2025

Sri Tejraj Gahir,
At/Po-Pastikudi,
Ps-Bhawanipatna,
Dist.-Kalahandi.

Con. No.9033-0220-4871

COMPLAINANT

Sri Ajit Sahu (Section Officer Utkela),
Repr. For Sri Devi Prasad Dixit,
EE, Elect. SD Kesinga,
TPWODL.

-Versus-

OPPOSITE PARTY

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GIST OF THE COMPLAINT:

The complainant consumer Sri Tejraj Gahir, At/Po-Pastikudi, Ps-Bhawanipatna, 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. 12.06.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.5 KW having consumer no- **9033-0220-4871** under EE, Elect. SDO Kesinga.
- 2) As complained by the complainant that the average bill was served from 06/2015 to 08/2019.
- 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 (EE, Elect. SDO Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 13/06/2025
- 2) Bill details from: 06/2013 to 05/2025
- 3) Date of supply: 23/05/2013
- 4) Category: LT/Domestic



- 5) Connected Load 0.5 KW
- 6) Meter No – LW147261
- 7) Installed on: 19/07/2019 with IMR "0"
- 8) CMR: 4608 KWH on 13/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. SDO Kesinga as follows:
 - Average bill from 06/2015 to 08/2019, meter replaced on 19.07.2019
 - Bill revision due to meter changed has been done from 08/2019 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 excess billing.
- The OP submitted that Average bill from 06/2015 to 08/2019, meter replaced on 19.07.2019.
- As per billing database the average bill was served from 06/2015 to 08/2019.

ORDER

26.06.2025

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 revise the bill from 08/2017 to 07/2019 by taking average consumption of present meter (i.e. IMR "0" Kwh on 07/2019 and FMR "573" Kwh on 04/2020).


The case is disposed of accordingly.


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

Compliance Month-July-25


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


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


A.K. PATRA
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to:

1. Sri Tejraj Gahir, At/Po-Pastikudi, Ps-Bhawanipatna, Dist- Kalahandi.
2. EE, Elect. SDO 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."