



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/ 1383^(S)

Dated, the 14.11.2025

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

1	Case No.	Complaint Case No. BPT-516/2025		
2	Complainant/s	Name & Address Sri Komal Lochan Behera, At-Kokadmal, PO-Utkela, Ps-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0221-0517	Contact No. 99389-44060
3	Respondent/s	Name Sri Birojit Sahu (ESO Kesinga), Repr. For Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination 3. Classification/Reclassification of Consumers 5. Disconnection / Reconnection of Supply 7. Interruptions 9. New Connection 11. Security Deposit / Interest 13. Transfer of Consumer Ownership 15. Others (Specify) -	2. Billing Disputes 4. Contract Demand / Connected Load 6. Installation of Equipment & apparatus of Consumer 8. Metering 10. Quality of Supply & GSOP 12. Shifting of Service Connection & equipment's 14. Voltage Fluctuations	✓
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	24.10.2025		
9	Date of Order	14.11.2025		
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** – Sri Komal Lochan Behera, At-Kokadmal, PO-Utkela, Ps-Kisinga, Dist.-Kalahandi.
2. **For the Respondent** – Sri Birojit Sahu (ESO Kisinga), Repr. For Sri Kumud Kumar Behera, SDO Elect. Kisinga, TPWODL.

GIST OF THE COMPLAINT:

The complainant consumer Sri Komal Lochan Behera, At-Kokadmal, PO-Utkela, 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. 24.10.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/GP supply having consumer no- 9033-0221-0517 under SDO Elect. Kisinga.
- 2) As complained by the complainant that bills to be revised.
- 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: 31.10.2025
- 2) Bill details from: 02/2002 to 08/2021
- 3) Date of supply: 01.01.2002
- 4) Category: LT/GP
- 5) Connected Load: NA
- 6) Meter No – NA
- 7) Installed on: NA
- 8) CMR: NA
- 9) The meter status: BS-bill stopped (permanently disconnected)
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kisinga as follows:
 - As per PVR submitted by section officer Utkela on dated 31.10.2025, the supply line was disconnected permanently from 03/2015.
 - Average and provisional bill not been adjusted from 02/2009 to 12/2014 whereas same meter no-2356644 was continuing. 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 as per PVR submitted by section officer Utkela on dated 31.10.2025, the supply line was disconnected permanently from 03/2015.
- Average and provisional bill not been adjusted from 02/2009 to 12/2014 whereas same meter no-2356644 was continuing.
- Some bill was served abnormally from 10/2002 to 02/2015 due to suppress meter reading.

ORDER

14.11.2025

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 10/2002 to 02/2015 with IMR "0" KwH and FMR "4870" 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- 31.12.2025**.

Reed 14/11/25
B. NAIK
Co-Opted Member
Co-Opted Member
GRF, Bhawanipatna

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

AM 14/11/25
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Komal Lochan Behera, At-Kokadmal, PO-Utkela, 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."