



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/ 1718⁹

Dated, the 09.02.2026

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

1	Case No.	Complaint Case No. BPT-679/2025		
2	Complainant/s	Name & Address Sri Yosabanta Patel, At/Po-Kandel, Via-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0223-4476	Contact No. 977778-49032
3	Respondent/s	Name D. H. Margarett (Jr. Acct.), 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 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	05.12.2025		
9	Date of Order	09.02.2026		
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: Kesinga

Appeared:

1. **For the Complainant** – Sri Yosabanta Patel, At/Po-Kandel, Via-Kesinga, Dist.-Kalahandi.
2. **For the Respondent** – D. H. Margarette (Jr. Acct.), Repr. For Sri Kumud Kumar Behera, SDO Elect. Kesinga, TPWODL.

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GIST OF THE COMPLAINT:

The complainant consumer Sri Yosabanta Patel, At/Po-Kandel, Via-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. 05.12.2025, 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- 9033-0223-4476 under SDO Elect. Kesinga.
- 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. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 09.12.2025
- 2) Bill details from: 01/2015 to 11/2025
- 3) Date of supply: 23.01.2015
- 4) Category: LT/Domestic
- 5) Connected Load: 1 KW
- 6) Meter No – WHL006019
- 7) Installed on: 20.04.2022 with IMR "0"
- 8) CMR: 7746 KWH on dt- 19.12.2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Provisional billing from 09/2020 to 01/2022. 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 Provisional billing from 09/2020 to 01/2022.
- From 09/2020 to 03/2022 provisional / average bills have been served.
- As the bill was already revised from 01/2017 to 04/2022 as per GRF Order CC No-190/2022.

ORDER

09.02.2026

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:

- The case is hereby **Dropped**.


9/2/26
B. NAIK
Co-Opted Member
Co-Opted Member
GRF Bhawanipatna


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


9/2/26
A.N. MEHER
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Copy to: -

1. Sri Yosabanta Patel, At/Po-Kandel, Via-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.”