



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/ 1844⁽⁵⁾

Dated, the 09.03.2026

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

1	Case No.	Complaint Case No. BPT-137/2026		
2	Complainant/s	Name & Address Sri Sesadev Naik, Repr. By Tikeram Naik, At/Po-Boria, Via-Kesinga, Dist.-Kalahandi.	Consumer No 9033-0224-0510	Contact No. 89173-11323
3	Respondent/s	Name 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	<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 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	17.02.2026		
9	Date of Order	09.03.2026		
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 Sesadev Naik, Repr. By Tikeram Naik, At/Po-Boria, Via-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 Sesadev Naik, Repr. By Tikeram Naik, At/Po-Boria, 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. 17.02.2026, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD having consumer no- **9033-0224-0510** 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: 28.02.2026
- 2) Bill details from: 02/2001 to 11/2021
- 3) Date of supply: 01.01.1990
- 4) Category: LT/Domestic
- 5) Connected Load: 1 kW.
- 6) Meter No – WUV02990
- 7) Installed on: 06/2016 with IMR "0"
- 8) CMR: NA (No meter at site)
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
 - Some bill was served abnormally from 02/2002 to 01/2020. As per PVR submitted by JE Utkela on dated 28.02.2026, the power supply was disconnected from 02/2020. No meter at site. 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 Some bill was served abnormally from 02/2002 to 01/2020. As per PVR submitted by JE Utkela on dated 28.02.2026, the power supply was disconnected from 02/2020. No meter at site.
- Some bill was served abnormally from 2/2002 to 01/2020 due to suppress meter reading.

ORDER

09.03.2026

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:

- To recast the bill from 02/2002 to 11/2010 with IMR "0" Kwh and FMR "6991" Kwh.
- To recast the bill from 06/2010 to 01/2020 with IMR "0" Kwh and FMR "14601" Kwh.
- To withdraw the bill from 02/2020 to 11/2021 as the complainant not availed power supply.
- 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 case is disposed of accordingly.

The matter is closed herewith. The compliance report to be submitted to the undersigned on or before **Dt- 30.04.2026**.


B. NAIK
Co-Opted Member

Co-Opted Member
GRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)

MEMBER FIN
GRF, Bhawanipatna


A.N. MEHER
PRESIDENT

PRESIDENT
GRF, Bhawanipatna



Copy to: -

1. Sri Sesadev Naik, Repr. By Tikeram Naik, At/Po-Boria, 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.”

GRF BHAWANIPATNA