



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
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BENCH:

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

Memo No. GRF/BPT/Order/ 1102^(S) Dated, the 02.07.2025

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-242/2025																			
2	Complainant/s	Name & Address Sri Duanaik Mahar, Repr. By Sri Umakanta Mahar, At/Po-Borbhata, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1302-1091	Contact No. 80183-10458																	
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. SDO 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 rowspan="15"><input checked="" type="checkbox"/></td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td></tr><tr><td>7. Interruptions</td><td>8. Metering</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td></tr><tr><td>15. Others (Specify) -</td><td></td></tr></table>			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) -	
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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) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			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>									
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8	Date(s) of Hearing	25.06.2025																			
9	Date of Order	02.07.2025																			
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																			

CO- OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Co-Opted Member
GRF, Bhawanipatna

MEMBER FIN
GRF, Bhawanipatna

PRESIDENT
GRF, Bhawanipatna



**Place of Hearing: Borda
Appeared:**

1. **For the Complainant** – Sri Duanaik Mahar, Repr. By Sri Umakanta Mahar, At/Po- Borbhata, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. SDO Kesinga, TPWODL.

Complaint Case No. BPT-242/2025

Sri Duanaik Mahar,
Repr. By Sri Umakanta Mahar,
At/Po-Borbhata,
Ps-Kegaon,
Dist.-Kalahandi.

Con. No.9033-1302-1091

COMPLAINANT

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

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Duanaik Mahara Repr. by Sri Umakanta Mahara, At/Po- Borbhata, Ps- Kegaon, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Borda on dt. 25.06.2025, 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- **9033-1302-1091** under EE, Elect. Sub Division Kesinga.
- 2) As complained by the complainant that abnormal bill was served during the period from 04/2013 to 06/2023.
- 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. Sub Division Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 30/06/2025
- 2) Bill details from: 08/2013 to 05/2025
- 3) Date of supply: 20/04/2013
- 4) Category: LT/Domestic
- 5) Connected Load 0.5 KW
- 6) Meter No – TWST18002891



- 7) Installed on: 27/09/2024 with IMR "0"
- 8) CMR: 403 KWH on 30/06/2025
- 9) The meter status: Regular
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, Elect. Sub Division Kesinga as follows:
 - Excess billing in the month of 12/2022.
 - From date of supply to 10/2016, the fixed cost has been charged in KTJ tariff.

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 stated that Excess billing in the month of 12/2022.
- From date of supply to 10/2016, the fixed cost has been charged in KTJ tariff.
- As per billing database some bill was served in high consumption meter reading during the period from 04/2013 to 02/2023, which seems to suppress meter reading. And the average bill was served from 03/2023 to 06/2023 due to defective meter.

ORDER

02.07.2025

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 11/2016 to 02/2023 with IMR "825" Kwh on 10/2016 and FMR "4588" Kwh on 02/2023.
- To revise the bill from 03/2023 to 06/2023 by taking six months average calculation of present meter (i.e. IMR "0" Kwh on 09/2024 and FMR "279" Kwh on 02/2025).

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

1. Sri Duanaik Mahara Repr. by Sri Umakanta Mahara, At/Po- Borbhata, Ps- Kegaon, Dist- Kalahandi.
2. EE, Elect. Sub Division 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: Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."