



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012  
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## BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 9895 Dated, the 29.03.2025

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

|   |  |  |  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
|---|--|--|--|---------------------------------|--------------------------|---------------------|-------------------------------------|---|-------------------------------------|---|--|------------------|-------------|-------------------|------------------------------|---------------------------------|--|------------------------------------|--------------------------|------------------------|--|
| 1   | Case No.   | Complaint Case No. BPT-136/2025  |  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 2   | Complainant/s  | Name & Address<br>Sri Phalguni Majhi, At/Po-Artal, Ps-Kegaon,<br>Dist.-Kalahandi.  | Consumer No<br>9033-1303-0260  | Contact No.<br>95568-69980      |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 3   | Respondent/s   | Name<br>Sri Devi Prasad Dixit,<br>EE, Elect. Sub-Division Kesinga, TPWODL.   | Division<br>Kalahandi East Electrical<br>Division, TPWODL  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 4   | Date of Application                                  |  |  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 5   | In the matter of-                                    | <table border="1"> <tr> <td>1. Agreement/Termination</td> <td>2. Billing Disputes</td> <td rowspan="10"><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 &amp; 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 &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipment's</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">15. Others (Specify) -</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) - |  |
| 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><br>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u><br>3. OERC Conduct of Business) Regulations, 2004; Clause <u></u><br>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u><br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u><br>6. Others <u></u> |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 8   | Date(s) of Hearing                                   | 12.03.2025   |  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 9   | Date of Order  | 29.03.2025   |  |                                 |                          |                     |                                     |   |                                     |   |  |                  |             |                   |                              |                                 |  |                                    |                          |                        |  |
| 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 Phalguni Majhi, At/Po-Artal, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

**Complaint Case No. BPT-136/2026**

Sri Phalguni Majhi,  
At/Po-Artal,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9033-1303-0260**

**COMPLAINANT**

Sri Devi Prasad Dixit,  
EE, Elect. Sub-Division Kesinga,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

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**GIST OF THE COMPLAINT:**

The complainant consumer Sri Phalguni Majhi, At/Po- Artal, 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. 12.03.2025, 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- **9033-1303-0260** under SDO Elect. Kesinga
- 2) As complained by the complainant that abnormal bill was raised in the month of 01/2025.
- 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: 21/03/2025
- 2) Bill details from: 04/2010 to 02/2025
- 3) Date of supply: 28/02/2010
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No – LW427355



- 7) Installed on: 18/10/2019 with IMR "0"
- 8) CMR: 4822 KWH on 21/03/2025
- 9) The meter status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Kesinga as follows:
  - Excess unit bill in the month of 01/2025.
  - Average bill from 11/2017 to 01/2020.

#### **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 unit bill in the month of 01/2025.
- Average bill from 11/2017 to 01/2020.
- As per billing database the provisional/average bill was served from 10/2013 to 01/2020 with meter status STOPPED. And the power supply was disconnected from 03/2020 to 01/2021, then after bill was stopped. Again, the power supply was restored from 01/2025.

#### **ORDER**

**29.03.2025**

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 12/2017 to 11/2019 by taking six months average consumption of present meter (i.e. IMR on 02/2025 and FMR on 07/2025).


The case is disposed of accordingly.

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

#### **Compliance Month-August-25**

  
**B. NAIK**  
Co-Opted Member  
Co-Opted Member  
GRF, Bhawanipatna

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

  
**R.K. NAIK**  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

Copy to: -

1. Sri Phalguni Majhi, At/Po- Artal, Ps- Kegaon, 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."**