



## 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/ 9819 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-153/2025																									
2	Complainant/s	Name & Address Sri Agasti Majhi, Repr. By Smt Gomati Majhi, At-Artal, Po-Borda, Ps-Kegaon, Dist.-Kalahandi.	Consumer No 9033-1303-0485	Contact No. 96928-14772																							
3	Respondent/s	Name Sri Devi Prasad Dixit, EE, Elect. Sub-Division 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="2">✓</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><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			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) -		
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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) 155</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations, 2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) 155	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																	
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8	Date(s) of Hearing	12.03.2025																									
9	Date of Order	29.03.2025																									
10	Order in favour of	Complainant	✓ Respondent	Others																							
11	Details of Compensation awarded, if any.	Nil																									

CO-OPTED MEMBER

Co-Opted Member  
GRF, Bhawanipatna

MEMBER (Fin.)

MEMBER FIN  
GRF, Bhawanipatna

PRESIDENT

PRESIDENT  
GRF, Bhawanipatna



**Place of Hearing: Borda**

**Appeared:**

1. **For the Complainant** – Sri Agasti Majhi, Repr. By Smt Gomati Majhi, At-Artal, Po-Borda, Ps-Kegaon, Dist.-Kalahandi.
2. **For the Respondent** – Sri Devi Prasad Dixit, EE, Elect. Sub-Division Kesinga, TPWODL.

**Complaint Case No. BPT-153/2026**

Sri Agasti Majhi,  
Repr. By Smt Gomati Majhi,  
At-Artal, Po-Borda,  
Ps-Kegaon,  
Dist.-Kalahandi.

**Con. No. 9033-1303-0485**

**COMPLAINANT**

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

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Sri Agasti Majhi repr. by Smt. Gomati Majhi, At- Artal, Po-Borda, 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- **9033-1303-0485** under SDO Elect. Kesinga
- 2) As complained by the complainant that abnormal/average bill was served from 09/2020 to 10/2023.
- 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 (SDO Elect. Kesinga) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 21/03/2025
- 2) Bill details from: 08/2011 to 01/2025
- 3) Date of supply: 15/07/2011
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No –TWSP51061112



- 7) Installed on: 08/11/2023 with IMR "0"
- 8) CMR: 296 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 units billed in the month of 08/2019.
  - Average bill from 04/2023 to 09/2023.

#### **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 units billed in the month of 08/2019.
- Average bill from 04/2023 to 09/2023.
- As per billing database some bill was served in high consumption meter reading during the period from 09/2020 to 03/2023, which seems suppress meter reading. And average bill was served from 04/2023 to 10/2023.

#### **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 recast the bill from 09/2020 to 03/2023 with IMR "1723" Kwh on 09/2020 and FMR "3793" Kwh on 03/2023.
- To revise the bill from 04/2023 to 10/2023 by taking 6 months average consumption of present meter (i.e. IMR "08" Kwh on 11/2023 and FMR "115" Kwh on 04/2024).

The case is disposed of accordingly.

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

#### **Compliance Month-April-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 Agasti Majhi repr. by Smt. Gomati Majhi, At- Artal, Po- Borda, 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."**